

Position: IT Business Analyst

Responsibilities

- Analyze existing business processes and systems to identify areas for improvement and optimization.
- Work closely with business stakeholders to understand their needs and convert them to well-defined, maintainable and extendable data models; and building dashboards with an Enterprise Visualisation tool
- Maintain and update software inventory list and IT reports.
- Conduct thorough testing and validation of IT solutions to ensure they meet business needs and expectations.
- Provide ongoing support and guidance to business users on IT systems and processes.
- Collaborate with project team and manage timelines to ensure deliverables are met with budget constraints
- Perform User Access review and security log review
- Compliant to IT Security and Data Protection policies to protect data according to its classification
- Stay updated on industry trends and best practices to continuously improve processes and systems at Lions Befrienders.

Requirements

- Degree in Computer Science, Information Technology or equivalent
- Minimum 2 years of experience in software engineering or similar role
- Good knowledge of SDLC principles, Salesforce, Dynamics 365, MS SQL, Power BI, M365 Administration, Power Automate is preferred
- Experience in working with data warehouses, data analytics and data visualization tools
- Understand in Agile and Waterfall methodologies and execution
- Good communication skills, teamwork ability, risk identification, problem solving, customer service orientation and a commitment to quality