JOB POSTING REQUEST FORM

JOB DETAILS

Reference #	CP-261-2022
Company Name	OMT
Industry	Financial Services
Vacancy	Senior IT Business Analyst
Number of vacancies for that position	
Job Type *(FT, PT, Contractual, Seasonal)*	FT
Major(s)	MIS, Business Computing or Computer Science (MBA degree is preferable; PBA Professional Business Analyst is preferable)
Degree	University Degree
Years of Experience	5-7 years
Location	OMT HQ (Sami Soleh), Outdoor: Chouf
Remuneration & Benefits	NSSF and Transportation
Currency (LBP, Dollar, Lollar)	Dollar and Lollar
Tasks & Responsibilities	**Business Analysis Projects** -Gathers & analyses business requirements and designs technical and functional solutions accordingly -Prepares product/service functional specifications document -Coordinates with internal software developers & external suppliers on new requirements and application development -Reviews and ensures complete and appropriate documentation of any identified required changes and prior to operational acceptance of new or changed applications -Follows up, coordinates, implements and ensures services creation and migration where applicable. **Quality Assurance & Testing** -Evaluates & identifies gaps in existing applications; proposes solutions, changes, enhancements and upgrades; ensures information transition to developers. -Coordinates continuously with internal developers and third parties in order to raise and follow-up on bugs found through testing or reported by end users. -Coordinates with end-users and follows up on testing completion.

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-Provides training & support to end-users on applications / systems usage

-Assists in new software implementation, discovery of new modules, testing phase and ensures quality upon delivery from Supplier.

-Removes roadblocks to ensure continuous smooth testing in line with due dates and the set timeline.

-Participates in research workshops in order to identify the latest trends in the business.

Technical Support & Incident Response

-Develops and implements incident response policies and procedures to follow during an incident response

-Develops a representative inventory of critical incidents

-Provides high quality technical support and testing on OMT applications and communicates solutions to OMT business users in a timely manner

-Supports in services and data migration

-Interprets applications and software functionalities, analyses errors and proposes solutions for the applications/ systems being supported

-Liaises with internal developers and external suppliers on support cases and applications gaps in order to solve issues faced in applications or systems

-Follows-up & documents support cases and progress status updates

-Keeps up-to-date with new features and functionality enhancements

-Assists in storing, retrieving, and manipulating data for analysis of system capabilities and requirements

-Responds to support requests in a timely manner

-Provides high level of support on OMT new/existing services

-Tests new functionalities and services

-Logs the tasks by time and responses to ensure proper knowledge base accumulation

Technical Skills:

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-Proficiency in English and Arabic; French is a plus
-Proficiency in Microsoft Office
-Advanced experience in quality assurance, with high knowledge of all phases of software development life cycle.
-Solid understanding of relational database design and querying concepts.
-In depth knowledge in systems analysis & design, business requirements documentation
-ERP & CRM knowledge is a plus

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