



JOB PROFILE – IT Business Analyst

Country: Albania

Location: Tirana

1. Overall description of the company

A place where change means opportunity for progress and innovation. A place where people with the ambition for peak performance can go beyond what is today and create what is tomorrow.

Work and grow with Telekom Albania!

2. Purpose of the Position

Control the process of defining and analyzing the business needs and requirements of the strategic projects for the company, in terms of specific IT solutions and in accordance with the overall strategy and objectives of IT.

3. Key responsibilities

- Manages the determination of the details of the provided requirements and the modeling of common and global solutions in accordance with company architecture.
- Manages the definition, documentation and maintenance of business requirements.
- Defines the specifications and modeling of new or modified old solutions tailored to the IT architecture and agreed with business process owners.
- Knows in detail the business processes, data models and service coverage by IT.
- Steer the design of business processes according to the requirements of internal clients in order to increase the quality and efficiency of work.
- Determines and ensures process and integration requirements.
- Creates workload profiles for the use of a system by end-users (business).
- Ensures consistency between the specifications made and the requirements of the customers.
- Where appropriate, educate the staff responsible for the training of end-users.
- Identifies and recommends improvements related to business/system analysis and clarification of the development lifecycle requirements of a solution.
- Identifies opportunities, risks and problems in the business process by helping to define business requirements in a coordinated manner and in agreement with other participants in the process.
- Analyze and prioritize business initiatives that are entering the unit.
- Participates in the project management team in order to clarify important business requirements and solutions for realization.
- Participates in the overall change planning and management processes as well as in the control of objectives' definition, deadlines and timely implementation of planned changes.

3. Job requirements

Education: Electronic Engineering/ Information Technology or Computer Science University Degree (Msc).

Experience: At least 3 years of previous experience in the Telecommunication or IT domain.

Language: Very good knowledge of English language.

The interested candidates are invited to send their application documents (a Cover Letter and a CV in English)

at: jobs@telekom.com.al.