

IT Business Analyst

CrediaBank is looking for an **IT Business Analyst** to join our dynamic team.

Job details

Job type: Full-time

Location: Athens, Greece

Apply via LinkedIn or email: recruitment@crediabank.com

About the Role

Reporting to the bank's Core and Core Peripheral Systems unit, the IT Business Analyst will leverage expertise to align available technological solutions with business objectives, optimize system performance and ensure security and regulatory compliance, aiming for the successful implementation of IT projects. The ideal candidate combines expertise in baking systems and customer-centric approach to both internal and external stakeholders.

Key Responsibilities

- Analyzes business requirements and creates structured documentation for necessary development actions or application of functional modifications in accordance with international best practices and Bank Policies
- Conducts Factory Acceptance Tests (FAT) to verify seamless integration of business requirements and establishes software testing procedures with an emphasis on Unit Tests
- Designs and supervises Information Systems Quality Assurance (QA) processes throughout the system's lifecycle (design, implementation, testing, optimization) and develops Integration and Regression Test
- Provides support to the Bank's central units, branch network and subsidiaries regarding issues that cannot be resolved at 1st or 2nd level of support (helpdesk)
- Designs, implements and manages information security systems handled by the relevant IT Security unit, in line with the Bank's security framework and policies
- Maintains detailed and updated documentation for the information systems and applications used by the Bank
- Monitors technological developments and analyzes international service trends, providing recommendations to the Bank.

Qualifications

- University degree in Computer Science, Sciences or a related discipline
- Postgraduate degree in a relevant field is desirable
- Excellent command of the English language, both written and verbal
- Sound understanding of Data Analysis methodologies and Quality Assurance (QA) frameworks
- Demonstrated experience or qualification in Project Management
- In-depth understanding of Information Security principles and Technological Risk management
- Awareness of communication technologies and digital markets, complemented by basic knowledge of Artificial Intelligence (AI)
- A minimum of **five (5) years** of professional experience within a relevant area
- Advanced analytical and problem-solving capabilities
- A customer-centric approach to both internal and external stakeholders

- Exceptional interpersonal and communication skills with the ability to effectively collaborate with technical and business teams
- Robust planning and organizational skills with a focus on operational efficiency
- Flexibility and adaptability, with the proven resilience to perform in high-pressure, fast-paced environments
- Commitment to continuous professional development and ongoing learning.

About CrediaBank

CrediaBank was created through the merger of Attica Bank and the former Pancreta Bank and is the 5th largest bank in Greece in terms of assets. It is a modern banking institution with a network of 66 branches and 5 business centers across the country, serving approximately 300,000 individuals and businesses with a wide portfolio of deposit, investment, and insurance products, mutual funds, loans, and brokerage services. Customer service is a top priority for CrediaBank, which is why it is the only bank that welcomes customers both with and without appointments, offers cashier services available throughout the day, and operates with extended hours through the CrediaConnect service. CrediaBank operates as a credit institution supervised by the Bank of Greece, strictly applying both European and national regulatory frameworks governing the operation of banks. More information about the Bank is available on our website www.crediaBank.com

We respect your personal data

CrediaBank, taking into account that the personal data of candidate employees is of great importance, informs you in accordance with Regulation (EU) 2016/679 and the relevant provisions of the applicable Greek legislation for the protection of personal data, in its capacity as controller of the type of personal data it collects, the reason they are collected and processed and how long they are retained here.

Equal Opportunity Employer

CrediaBank believes that its strength lies in its people and promotes a safe, dignified and inclusive working environment with zero tolerance for any form of discrimination, violence or harassment. We review all applications with equality, transparency and respect for human rights.