

Digital IT Business Analyst – OMT

The pioneer provider of financial services with a leading market position in Lebanon.

Location: Beirut – OMT Head office

Major: Bachelor's degree in Computer Science, Computer Engineering, or any related field. PMP certification is a plus

Experience: 5 – 8 years of experience

Major Responsibilities:

- Identifies opportunities to digitize services end-to-end by working with internal teams and external providers
- Gathers, analyses, and documents detailed business requirements and process flows for digital features
- Performs analysis of user interactions, transactions, and behaviors on our digital platforms to identify patterns, challenges, and opportunities for enhancement
- Collaborates with the UI/UX design teams to refine and optimize user journeys
- Reviews and ensures complete and appropriate documentation of any identified required changes before operational acceptance of new or changed applications
- Performs first-level validation of digital features and flows, identifies functional issues; ensures proper coordination with QA for further testing and resolution
- Reviews product requirements and technical specifications to ensure completeness and readiness for QA handoff
- Collaborates closely with the QA team to ensure alignment on testing priorities, and timelines

Additional Requirements:

- Experience in testing SOAP services, RESTful APIs, and other web services
- Experience working in an Agile/Scrum development process
- Knowledge in API and AWS components
- Understanding of applications, databases, data migration & analysis
- Knowledge of software QA methodologies, tools, and processes is preferable
- Experience in Microsoft ERP and CRM products is a plus
- Experience with performance and/or security testing is a plus
- Ability to adapt quickly to changes in technology and to operate autonomously in a fast-paced environment
- Critical thinking and problem-solving skills

How to Apply:

Kindly send your CV or contact the Career Services Center, E-mail: career.services@balamand.edu.lb, Ext. 7801; 7802