

## Software helpdesk – junior IT Analyst

### Scope of duties:

- Providing 1st level support for business users of our core insurance system via our Jira system
- Facilitating timely issue solving by escalating questions to internal IT team or our vendor
- Assistance for internal clients on system related issues/questions
- With the support of other team members implement various system changes:
  - Identification of business needs and translation into IT language
  - Preparation of business requirements of IT changes and verification with business
  - Change order request to third-party vendors and verification of final delivery
  - Presenting IT changes to business
- Keeping the track record on assigned IT development tasks

### Expectations:

- University degree or last year student, preferred fields of study: mathematics, informatics, insurance mathematics or similar
- Experience in IT field preferably as IT analyst would be considered as advantage
- Experience in insurance would be considered as advantage
- Process analysis skills
- Fluent communication in English
- Experience in insurance would be considered as advantage
- Experience in digital channels/e-commerce would be considered as advantage

### What We Offer:

- Opportunities for professional development and advancement
- Collaborative and inclusive work environment
- Health and well-being – additional health insurance
- Discounts for both companies' and partners' services
- 1 free day for social activities and volunteering
- 2 additional paid rest days per year
- Additional benefits

**Salary:** 1600 - 2500 €/month (gross)

**Interested?!**

**APPLY NOW**

We guarantee confidentiality, we will inform only the selected candidates

"Compensa Vienna Insurance Group" is officially certified as a great place to work! This award reflects our company culture, dedication, and commitment that each of our employees brings to the workplace every day. From now on, we are among the companies worldwide that hold the "Great Place to Work"® certification.

