

## 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