

Business Analyst

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Company: Telenet

Location: Belgium

Category: computer-and-mathematical

Work in Base's Omnichannel & Digital journey team

You will be part of the Omnichannel & Digital journey team responsible for the channel transformation roadmap. The team consists of Channel experts, UX and UI manager, Digital content coordinators and a copywriter. As a Business Analyst, you are the bridge between the business and the development of the features in our digital channels (web and app).

You will write the requirements for the development of certain customer journeys, assess the feasibility of requested changes and also prepare the reporting requirements.

Working at Telenet means working in a dynamic environment and a lot of enthusiasm for continuous improvement. You therefore enjoy working in a context that is susceptible to change.

Your tasks as a Business Analyst

You communicate in a **structured** and **effective way** and can adapt your **communication style** according to the different stakeholders.

You **describe in a detailed matter** the chosen solution and coordinate this with the business stakeholders.

You can translate the **needs** of the business **into concrete requirements** (topics / stories).

Execute **gap analyses** between existing and future situation.

You understand the need for proper reporting and can determine technical requirements early

in the process to facilitate proper reporting afterwards.

You have a strong **analytical** ability with a **problem-solving approach** to identify the impact of changes on the business organisation and on the customer journey/customer experience.

What we have to offer

You will have every opportunity to further develop your expertise. We stimulate your personal growth with internal mobility opportunities and extensive learning opportunities, but also give you the chance to press the pause button after a while or take a completely different path.

A varied job in which you achieve tangible results and make your mark.

A competitive gross monthly salary that we supplement with fringe benefits (meal vouchers, mobile phone, car option, hospitalisation insurance, telephone subscription, discounts on Telenet products, ability to work from home,).

You will be able to collaborate with management and colleagues in your own department and across departments, building a strong network within the company at a rapid pace.

The fine company of colleagues who are as passionate as you.

Our ideal Business Analyst has ...

Minimum **2-3 years' experience** as a business analyst or similar positions

a master's degree in an economics, engineering or business field (Commercial Engineering, Applied Economics, Computer Science, Digital....) or similar experience

Strong **analytical & results-oriented** skills

You are **customer-focused** and **improvement-oriented**.

You can **listen well** and have **persuasive power** which enables you to **gain consensus and support** for the chosen solution.

Problem-solving approach

A minimum **experience in AGILE, JIRA, Confluence, BPMN, SQL**

Technical (or IT) affinity/experience and some affinity with digital self-service, if possible also with mobile apps.

Knowledge and **experience in telecoms, ICT** or similar industries is a plus

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