



If you are looking for a new way to challenge yourself in 2023

we may have the right opportunity for you!

Balkan Services is an IT consulting company helping organizations to nail the right software solution for their growing business and implement it in the fastest, most efficient, and smooth way.

In relation to new projects and increased work volume, our team is growing.



We are looking for:

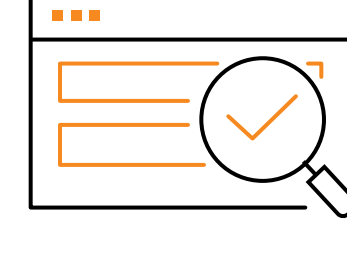
Business Analyst

The Business Analyst will be part of PMO team and will have the opportunity to bring positive change within teams and across the business. The role requires a credible, forward-thinking individual who recognizes the PM and BA roles and benefits (and challenge as well) in organizational transformation. As a Business Analyst and consultant, you will engage different stakeholders across the business in order to build solid working relationships with peers and senior leadership. The successful candidate will be involved in designing and implementing business analysis methodologies, constantly developing and improving business analysis capabilities, to provide the best possible service to our clients.

Responsibilities:

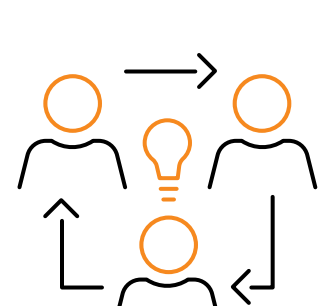
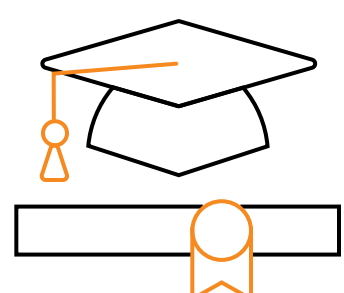
The Business Analyst will work closely with business stakeholders from client's side and Project Manager and technical teams from Balkan Services' side to analyze, design, and implement solutions based on SoftOne or Oracle NetSuite that meet the needs of the client's organizations. The BA will be responsible for gathering and analyzing business requirements, creating functional specifications, and working with technical teams to deliver solutions that optimize business processes.

- Serving as a liaison between business (key/end users) and technical teams. Working closely with clients, technicians, and managerial staff.;
- Communicate with clients to gain an in-depth understanding of their business, processes, and services;
- Participate actively in business analysis activities during project initiation and planning, facilitate requirements elicitation meetings;
- Collaborate with business stakeholders to understand business processes, gather requirements, and identify opportunities for process improvement. Conduct GAP analysis and identify areas for system customization or enhancement;
- Create and maintain detailed functional specifications and requirements documentation;
- Collaborate with technical teams to develop and execute data migration and integration strategies. Design and execute testing plans to ensure that ERP solution meet functional and technical requirements;
- Work with the project management to ensure quality and on-time delivery of projects by monitoring progress and managing risks and issues.



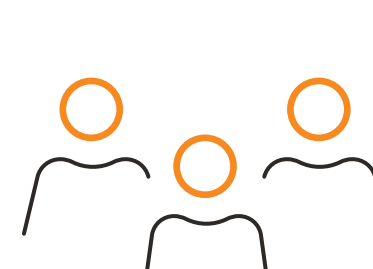
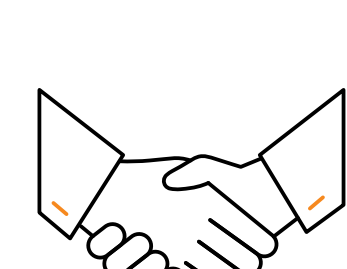
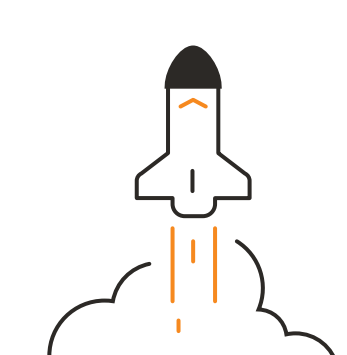
Business Analyst Requirements:

- Minimum of 3 years of experience in analyst role;
- Educational background in a relevant field will be considered an advantage;
- Good knowledge of business analysis best practices and ability to effectively apply them;
- Professional training in Business Analysis (or Project Management) – a recognised BA certification is desirable but not essential;
- Knowledge in IT projects, services, and software delivery processes;
- Experience with ERP systems;
- Fundamental analytical and conceptual thinking skills with the ability to translate business requirements into functional specifications;
- Excellent communication skills and the ability to work collaboratively with PM, business and technical teams;
- Excellent written and verbal communication and documentation skills. Experience creating BRD, detailed reports and giving presentations;
- Proficient in Microsoft Office suite of tools (Excel, PowerPoint, Word, Outlook). Experience with diagramming tools (Visio);
- Strong written and verbal English language



What we offer:

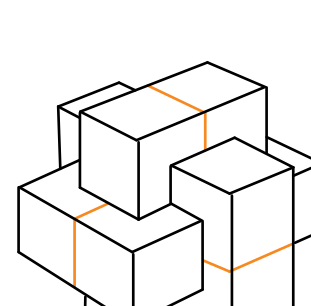
- Continuous learning and opportunity to acquire work experience in various businesses;
- Professional and personal development;
- Stability and loyalty offered by the company;
- Supportive team culture;
- Competitive salary + social benefits;
- Charity and sport initiatives;
- Special offers and discounts;
- Workplace in the heart of Sofia.



ARE YOU INTERESTED?

Then we look forward to receiving your application online at jobs@balkanservices.com

The first part of our recruitment process is a task/test that we will send to approved candidates.



The second part of the recruitment process will be an interview with the candidates who succeeded with the task.