Senior Business Analyst

Are you curious, motivated, and forward-thinking? At FIS you'll have the opportunity to work on some of the most challenging and relevant issues in financial services and technology. Our talented people empower us, and we believe in being part of a team that is open, collaborative, entrepreneurial, passionate and above all fun.

About the team:
PRIME Business Solution Architect team is a team of passionate Business & Functional Consultants managing the Requirements Elicitation & Management (Discovery) process for PRIME Implementations.

What you will be doing:
You will lead the delivery of complex credit card migration programmes while owning the end-to-end requirements and solution design. You will work closely with clients and senior stakeholders to shape efficiently, best-practice outcomes and ensure strong governance throughout while negotiating with the intention of achieving the best suited solution approach for clients and FIS. Acting as a bridge between business and technology, you will guide teams, remove obstacles, and ensure solutions are clearly defined, validated, and successfully implemented.

The key responsibilities of the role will be:

- You will lead and manage the business requirements elicitation & management process for major projects, primarily migration portfolios, new client greenfield launches and major system upgrades.
- You will have overall accountability and responsibility for the requirements phase of the project while you may also lead and manage in a matrix management manner a team of business consultants for assigned projects and be responsible for assigning, directing and monitoring the work.
- You will work with senior stakeholders within FIS and Client organisations and build and maintain strong relationships and ensure proper governance and management is in place.
- You will define client needs, advise/consult on best practice solutions for meeting the needs and improving efficiency and effectiveness of the client's future state.
- You will guide and support clients and internal teams during the life cycle of the project including but not limited to requirement gathering and documentation, requirements management, analysis and requirement/solution validation while eliminating barriers and directing resources as needed.
- You will provide system/product consultancy support to clients and educate clients on system features and functionality where required including managing expectations and needs of clients regarding the functionality of the solution and making recommendations about the usage where appropriate.

What you bring:

- Educated to degree level in Computer Science, MIS or Business-related field
- 8+ years relevant experience in business requirements analysis, gathering, documentation and validation for software projects.
- Experience in the Card Payments industry.
- Experience in matrix management, leading and managing a group of Business Analysts.
- Experience in a client advisory/consultancy role in an IT environment.
- Conversant with Productivity tools like MSWord/Google Docs, MS Excel/Google Sheets, MS PowerPoint/Google Slides, MS Visio/Lucid Charts.

- Ability to communicate clearly and concisely and to interact with both Business and IT partners to define, understand and evaluate business requirements
- Must be a team player with excellent interpersonal and relationship skills
- Flexibility to travel to client premises
- Excellent spoken and written English communication skills.

Added bonus if you have:

- Understanding of data structures
- Previous experience in FIS PRIME card management systems or similar card management systems.
- Experience in large scale projects, such as a portfolio conversion of a product launch.
- Professional experience working with end-users to meet business needs.
- Professional experience demonstrating transferable skills for business analysis.
- Working towards or in possession of a business analysis professional qualification e.g. IIBA or BCS).
- Experience with the use of common AI tools.

What we offer you:

- A work environment built on collaboration, flexibility and respect
- Varied and challenging work to help you grow your skillset
- Competitive salary and attractive range of benefits designed to help support your lifestyle and wellbeing, including:
    - Private medical insurance for you and your family, non-contributory, in and out patient cover
    - A well-established, strong provident fund
    - Life insurance (3x base salary)
    - 21 days' holiday increasing with length of service, plus public / bank holidays
    - Flexible working (hybrid model – part from home, part from office)
    - Wellbeing initiatives with access to support services
    - Modern offices opposite the Mall of Cyprus with gym and showers, games room (pool table, table tennis, darts, table football, PlayStation) and prayer/meditation room
    - Store discounts
    - Regular social events and charitable initiatives to give back to our community.

FIS is committed to providing its employees with an exciting career opportunity and competitive compensation. The pay range for this full-time position is **EUR 35,710,00 – 57,140.00** and reflects the minimum and maximum target for new hire salaries for this position based on the posted role, level, and location. Within the range, actual individual starting pay is determined by additional factors, including job-related skills, experience, and relevant education or training. Any changes in work location will also impact actual individual starting pay. Please consult with your recruiter about the specific salary range for your preferred location during the hiring process.

To apply for this position, please visit our website https://careers.fisglobal.com and apply through the online system. All applications will be treated in the strictest confidence.