

Functional / Technical Analyst

Context

With your help, we would like to analyze and define our clients' needs and translate them in an optimal way into concrete specifications of our applications!

Our objective? Keep a step ahead of the products of our competitors in the world of digitalization, analytics, mobile, new technologies and new sector standards!

In practice:

Analyzing and defining the needs and/or problems of the customer and translating this question into a concrete problem definition in order to provide the developers with the correct and necessary input, taking into account the technical feasibility, budget, timing, existing architecture and minimum quality requirements.

- ☞ Validating the developed applications and tools based on the validation rules and drawing up further concrete test guidelines for the test engineers in order to ensure that the functionalities meet the defined quality standards and function without errors.
- ☞ Perform functional analyses in order to provide all necessary information allowing the developers to enhance the existing solutions as well as create new ones.
- ☞ Verify whether the developments comply with the analyses and, in this case, participate in the creation of optimal solutions for reconciling technical and functional aspects.
- ☞ Follow up new developments and corrective maintenance actions, thus ensuring that the product that is being developed meets the users' demands.
- ☞ Follow up the shortcomings identified during the usage but that cannot be handled by the Brokers' Contact Center, in order to allow the users to use the product under optimal circumstances. Therefore, corrective scripts for the brokers' databases need to be developed regularly (SQL knowledge).
- ☞ Identify problems and obstacles and make proposals for solving them.
- ☞ Continuously promoting and stimulating the development and improvement of the quality with regard to the processes and tools used in order to offer the user the best possible service, thereby strengthening cooperation.

Qualifications

- Minimum Bachelor's degree
- Minimum 5 years relevant work experience as Functional/ Technical Analyst
- Language –FR or NL with good basis for 2nd language and for English
- Experience in the Insurance Sector
- Experience in SQL (Structured Query Language)

About Portima

Portima is a **fintech** company. We provide digital solutions and IT services to the community of independent insurance brokers, insurance companies and to the customers of **the brokers**.

Portima is a customer & product-oriented organization with full-scale agile scrum adoption.

Our mission is the following: By offering digital, secure and innovative solutions, as partner of the brokers and the insurance companies, Portima increases your productivity and sparks customer delight.

Working @Portima means:

- Being part of a fintech company
- Participating in all Agile scrum ceremonies (Product Increments/Sprint planning, PI/Sprint demo, Daily Stand up,...)
- Collaborating on daily basis with the Product Owner, Chapter leads, etc.
- Evolving in a company that values empowerment and continuous learning (licenses to the best learning platforms on the market)
- Having fun within a strong team and with all the Portimates through many activities organized by our Happiness Team
- Working in a flexible way with 2 days at the office and 3 days a week in remote

Plus, you will be able to evolve in a dynamic company that offers a very attractive salary package with cafeteria plan, group and hospitalization insurance, meal vouchers, and access to numerous training platforms.