



**ZIRA d.o.o.**

## **Telecom Business Analyst/QA Specialist (m/f)**

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Are you looking for international career in Telecom Industry? Are you an experienced Business Analyst / QA specialist passionate both about telecom processes and service delivery? If so, this job is for you!

### **About ZIRA**

ZIRA is a globally recognized vendor of innovative Business Support Systems (BSS) for telecom industry.

Through 20+ years of market presence, ZIRA has delivered award-winning solutions in domains of Billing, Trading and Routing, CRM, Product Catalog, Fraud Management and further.

Headquartered in Sarajevo and with offices in Croatia and Turkey, ZIRA is partner of major telecom operators across Europe and Middle-East such as Saudi Telecom, T-COM Croatia, Telekom Slovenije, VIVA Bahrain, Liberty Global and many more.

### **Position Description**

The Telecom Business Analyst & QA Specialist is the primary liaison between the company's internal engineering teams and end customer covering the entire delivery process from requirement gathering, solution acceptance and post-production support. The position involves heavy levels of internal and customer facing communication. The primary objectives is to act as bridge between non-technical and technical personnel, working with internal and external stakeholders to ensure on-time delivery in accordance with customer and company expectations.

As a person who performs this role you understand Telco Industries processes and you are capable to analyze, discuss, improve and test each process or part of the process. You won't work alone. You'll work alongside smart, dynamic colleagues.

### **Your major responsibilities will include:**

- Engagement in all stages of ZIRA solution delivery, collecting functional requirements and transforming them into agile-driven specification for engineers (user stories)
- Perform analysis of business requirements and their impacts on process/product
- Designing and developing test strategy and test cases
- Performs testing tasks requiring planning, scheduling and testing to assure that developed products and product enhancements meet design specification and are within total quality management limits and standards.
- Perform different kinds of tests (Unit, Integration, UAT, E2E...), logging of the results and problems
- Communicates with developers and software engineers on product issues
- Identify, recommend and implement solution-wise process and functional improvements
- Ensure that the final solution meets business objectives and customer requirements
- Present findings to client in a manner that is easily understood by participants

- Interface directly with customers to communicate domain-specific topics, on-going status, issues and responses to questions. The communication vehicle will be via face-to-face meetings, email, and/or conference calls at regularly scheduled intervals.
- Provide post installation support services and trouble resolution
- Handle and resolve customer problems that are escalated.
- Support the sales and marketing team in pre-sales technical and business consultant roles on an as needed basis.
- Analyzes performance of various ZIRA solutions using both quantitative and qualitative measures. Deliver insights and recommend actions that lead to improvements.
- Weekly reporting

#### Qualifications

- Good Understanding of Telco Industry business and processes
- Detailed knowledge of business analysis and quality assurance responsibilities and processes within the Software Development Lifecycle
- Extremely comfortable with MS Office (Excel ; Project ; Word)
- Must have strong quantitative skills & experience taking raw data and drawing actionable insights from it
- Vision and process oriented
- Ability to conduct research such as market size and trends, competitive analysis
- Strong communication skills including written, oral, and presentation abilities
- Business and technical writing skills
- Organizational agility and the ability to interact with different level of seniority both within the company and outside the company
- Ability to prioritize, meet deadlines and follow through on completion of high-profile projects
- Proven critical thinking and problem solving skills
- Must be comfortable with ambiguity and fast change with an ability to adapt quickly and easily
- Individuals who have demonstrated ability to build a high performance and collaborative work environment in matrixed organization
- Willingness to be onsite at a client location and able to travel extensively to support the needs of the business (50% of your working time)
- Commitment to making a positive lasting client impact

#### Education:

- BSc degree in Information Technology, Telecommunications, Management of Information Systems or equivalent engineering background, MSc preferred
- MBA degree preferred
- Prior work experience in a telecom organization and international projects highly preferred

If you are interested in this position send in your resume via option "PRIJAVI SE NA OGLAS" and join us in making the impossible possible.

Only the shortlisted candidates will be contacted.

**Lokacija:** Sarajevo

**Datum objave:** 08. Nov 2017.

**Datum isteka:** 30. Nov 2017.