



Job Title:

IT Business Analyst

Our Company

Groupama is one of the key players in the Greek insurance market and operates as a multi-line insurer, meeting the needs of more than 275,000 customers across Greece. The company's long history reflects its clients' recognition of its reliability, expertise, and high-quality services. Groupama continues to strengthen its position through professionalism and a strong sense of responsibility, not only toward its customers but also toward its employees. For this reason, the company is certified as a Top Employer in Greece and has been distinguished for three consecutive years as one of the Best Workplaces in the country.

About The Role

We are seeking a Business Analyst to join the IT Division, with the main mission of collecting, analyzing, and documenting business requirements for projects and initiatives supported by IT. The ideal candidate should have a good understanding of IT concepts such as web services, APIs, and integrations, to collaborate effectively with technical teams and business stakeholders.

Key Responsibilities

- Gather, analyze, and document business requirements
- Create business requirements documents, user stories, use cases, process flows, and acceptance criteria
- Conduct workshops and meetings with business stakeholders
- Ensure shared understanding between Business, PMO, QA, IT, and external partners
- Support IT and QA teams by clarifying requirements and business rules
- Participate in defining UAT scenarios and acceptance criteria from a business perspective
- Collaborate with Solution Designers / Technical Analysts to meet business needs
- Contribute to proper and consistent documentation of business knowledge



Knowledge, Skills and Experience

- Bachelor's degree in Business Administration, Information Systems, Computer Science, or a related field.
- Proven 3-5 years of experience as a Business Analyst in an IT or digital environment
- Strong knowledge of business requirements analysis and documentation
- Experience in writing Business Requirements, Functional Requirements, User Stories, Acceptance Criteria, Use Cases, and Process Flows
- Ability to collaborate effectively with business stakeholders
- Good understanding of web services, APIs, system integrations, and basic principles of the software delivery lifecycle
- Fluent in English, both written and verbal
- Strong communication, analytical, and organizational skills

Preferred Qualifications

- Experience in the insurance industry
- Understanding of insurance processes and operations
- Familiarity with JIRA and Confluence

What we offer

The opportunity to join a reputable and long-established insurance company, proudly recognized as a Top Employer in Greece. We provide a competitive salary and benefits package, a collaborative work environment and real opportunities for professional growth and career advancement.

If you are a motivated and ambitious professional looking to make an impact, we would love to hear from you!