

IT Business and MIS Analyst

IT Department

HSBC France, Athens Branch

Achieve your ambitions

If you're looking for a career that will unlock new opportunities, join HSBC and experience the possibilities. HSBC is one of the world's largest financial services organisations. Whether you are looking for a first job or taking the next step in your career, our global reach offers many ways for you to realise your ambitions.

Joining our team will provide you with a range of career opportunities locally and internationally; you can progress to management or specialise in different areas with roles that span from retail, commercial and investment banking to support functions such as finance, human resources, technology and marketing.

HSBC will provide you with tailored training and support to help you identify and follow your chosen career path, as well as access to a range of market-competitive benefits

Purpose of the role

The IT Business and MIS Analyst will be responsible for the accurate and efficient operation of data infrastructure which provides strategic and tactical report information to empower the business to make informed decisions across multiple geographies and business units and ensure HSBC fulfils its Regulatory obligations.

The role will also involve capturing, analysing and documenting Business requirements. Supports the communication and delivery of requirements with relevant stakeholders in order to develop and influence solution as appropriate and resolve problems.

In this role you will need to

- Design and architect Data Warehouse, Data Marts and peripheral data sources
- Stage/present the data to promote stability, consistency, quality and flexibility
- Develop design and maintain reporting infrastructure (scheduled and published reports, as well as ad-hoc reports creation)
- Monitor the HSBC Ticketing systems (GSD, RTC, GSR, TSR, JIRA etc.) to acknowledge tickets, ensure production issues are resolved within agreed SLAs and new requirements follow the agreed prioritization procedures
- Follow Group Incident and Problem Management procedures to record every incident and ensure timely tracking and resolution
- Follow Group Change Management procedures to record and approve all changes in production environments
- Work closely with support teams across the Group (offsite teams)
- Ensure business analysis is performed and accurately documented prior to every development
- Ensure business stakeholders sign off development artefacts and successful User Acceptance Testing is evidenced
- Report progress and escalate problems to management when needed
- Liaise with Regulation authorities i.e. Bank of Greece, Ministry of Finance

- Adhere to compliance and operational risk controls in accordance with HSBC and regulatory standards, policies and practices; report control weaknesses and compliance breaches

To be considered for this role, you will also need

- Experience in a similar role in an banking institution
- Degree in IT related field
- Commitment in providing excellent quality work and building strong working relationships with internal clients
- Excellent interpersonal and communication skills and ability to interact and build relationships with internal and external stakeholders
- Dynamic and forward thinking
- Excellent oral and written communication skills in both Greek and English (Proficient)
- Attention to detail and the ability to think creatively to solve problems
- Work under pressure
- Self-motivated
- Ability to find logical solutions to problems
- In addition to the above, some experience / knowledge is required in:
 - Excellent computer skills, a proficient user of MS Office (Excel, Word, PowerPoint etc.).
 - Familiarization with the HSBC reporting solutions (i.e. Microsoft SQL server, Business Objects etc.)

You'll achieve more when you join HSBC

HSBC is committed to building a culture where all employees are valued, respected and opinions count. We take pride in providing a workplace that fosters continuous professional development, flexible working and opportunities to grow within an inclusive and diverse environment.

**To submit your Curriculum Vitae
please visit www.hsbc.gr
in order to complete the Cv-online electronic form.
Job Code: IT MIS**