



LLOYDS BANK

IT ANALYST

Lloyds Bank GmbH - Amsterdam

Lloyds Bank GmbH is part of Lloyds Banking Group. With our offices in Berlin and Amsterdam, we form Lloyds Bank GmbH and have over 500 colleagues.

WHAT ARE WE LOOKING FOR?

We are looking for an IT Analyst. The IT Analyst supports the Loans Feature Team with the development of the Personal Loans product in the Netherlands, and ensures to implement compliance and business strategies from an IT perspective. Makes proposals on technology development and management activities. Ensures that the correct business functionalities, requirements, and industry standards are addressed within the proposed solution. Performs a liaison function between business units and technology teams in order to accomplish the agreed upon tasks within budget and time frame.

In the role, the IT Analyst Acts as a Technical Product Specialist within the Loans Feature Team, and is responsible for defining and prioritizing the technical stories in the product backlog. Work closely with the functional product owners and technology teams to deliver highly integrated, robust and scalable services.

WHICH TEAM WILL YOU JOIN?

As an IT Analyst you are part of the Lloyds Bank GmbH IT team and reports to the Team Lead IT Netherlands. In total the GmbH IT department consists of approximately 34 colleagues across Germany and the Netherlands, led by Joannis Vlachakis. This team covers many different topics, such as IT Security, Architecture, Governance and Service Delivery. In the Netherlands we have a Service Delivery team for the Dutch colleagues and existing applications, besides this also a team of IT Analysts and an IT Project Manager to support the Feature Teams, new initiatives, projects, and RFC's.

WHO ARE YOU AND WHAT DO WE ASK FROM YOU?

- Lead system analysis efforts for projects and initiatives. Determine how changing business needs will affect the systems, products, and processes
- Understand and drive the platform architecture enhancement
- Aligns with the IT 'Business as Usual' and 'Change Introduction' functions to feed into proposals and business cases, ensuring alignment with business strategy
- Acts as Technical Product Specialist within the Loans Feature Team defines and prioritizes a backlog of technology work
- Collaborate within the team with the creation of user stories, user acceptance criteria, epics, process maps, data mapping
- Performs a liaison function between business units, technology teams and management from IT perspective
- Lead system analysis efforts for projects and initiatives:
 - Determine how changing business needs will affect the systems, products, and processes

- Determine impact of regulatory, IT Security policy, Data Management policy and Technology policy controls
- Identify gaps in current products or solutions, and participate in creating new solutions to fill these gaps while applying industry and Lloyds Banking Group knowledge and standards
- Participates in project management activities on assigned tasks to ensure projects stay on budget and are completed within agreed upon time frame
- Understand and drive the platform architecture enhancement
- Provides technical expertise in identifying, evaluating and developing systems and procedures that are cost-effective and meet user requirements
- Solve challenging problems as needed through proposing insightful, knowledgeable, effective solutions
- Support coordination of release, incident, problem and changes and IT support consultants
- Close and proactive engagement with internal delivery resources and external suppliers to define outcomes; ensure aligned and agreed approach based on the strategic priorities
- Works with the stakeholders to define and agree project business outcomes and benefits and to confirm that outputs and outcomes will support their realization
- Maintains the plan, documentation and coordination regarding releases, roll-outs, tests and changes
- Be the main point of contact for change and Service Delivery for all stakeholders, including alignment and relationship management with Lloyds Banking Group IT
- Continuously evaluates programmes/projects for financial and people risk and regulatory compliance and takes appropriate steps to mitigate risk
- Demonstrates a transformation & continuous improvement culture based on the Lloyds Banking Group Values & Behaviours
- Minimum 3-5 years of working experience as IT & Business Analyst
- Experienced with 3 or more of technology aspects such as:
 - Experience with IT infrastructure management (i.e. cloud setup, traditional datacentre setup, outsourcing model)
 - Implementing, testing and support of solutions across the full software development lifecycle
 - Working in a multi supplier environment, vendors, managing across teams, and working directly with business
 - Acting as Agile Technical Product Specialist on behalf of the Business Users
 - Iterative development methodologies (e.g., RUP, Agile, Scrum)
 - Web Technologies (e.g. HTML, XML, web services, etc.)
- Strong knowledge of project management disciplines, standards, processes and governance, certified qualification an advantage
- Able to combine project management standards with high paced transformational change environment
- Strong organizational/planning skills with the ability to coordinate and organize workloads in a structured way, ability to work with tight deadlines
- Striving for continuous improvement of existing processes and practices
- Strong empathy for the experience and journeys of our customers and business introducers



LLOYDS BANK

- Eagerness to be part of a team that drives innovation in the financial services sector paired with personal drive to explore new technologies and trends
- Effective verbal and written communication skills to colleagues at all levels
- Able to draw upon strong influencing and negotiation skills in order to manage senior stakeholders' needs and expectations
- Displays social competencies in cross-functional and cross-cultural teams
- Fluency in Dutch and English is essential

WHAT'S IN IT FOR YOU?

On top of being part of a great group of colleagues we offer you;

- A compensation package in line with the market with excellent secondary employee benefits
- **13th MONTH** salary, either paid monthly or once a year in December
- A position for 32 to 40 hours a week
- We value your **WORK-LIFE** balance, so offer;
- Flexible working; you can schedule your work hours to meet your personal needs
- Hybrid working; you can work from anywhere, even work from another country within the EU
- And provide you with a home office set up
- **30 DAYS PTO** (or 240 hours) per year (based on fulltime employment)
- You can '**SWAP DAYS**' to exchange Dutch National Holidays for another day of your choosing
- Non-contributory **PENSION** scheme
- You can join our collective **MEDICAL** scheme with a discount
- To support our Green goals, we encourage you to purchase a bike via our **BIKE PLAN**
- We want you to be healthy, so support you in joining a gym of your choosing through our sponsored (bedrijfs-) **FITNESS**
- Get to know everyone in person and join the quarterly Connection **EVENTS**

Have we made you curious, and are you ready to join the team? Please introduce yourself to us in the best way possible and send this to: recruitment@lloydsbank.nl

A screening is part of the process.

We hope to meet you soon!