



**LLOYDS BANK**

# IT ANALYST (M/V)

## Lloyds Bank, locatie Amsterdam

Lloyds Bank GmbH is onderdeel van Lloyds Banking Group, de grootste bankengroep van het Verenigd Koninkrijk. De Nederlandse vestiging, met ruim 130 medewerkers, is anders dan andere Nederlandse banken. Dat merk je aan onze eigenzinnige, gedurfde visie op de markt. Aan onze innovatieve producten en diensten. En natuurlijk aan de korte lijnen voor onze klanten. Lloyds Bank doet jaarlijks mee aan de Great Place To Work survey, waarbij we een plek op de lijst van 'Best Workplaces' verdienen!

Voor de afdeling IT Netherlands, zijn we op zoek naar een IT Analyst binnen het IT Operations team en een IT Analyst binnen het IT Change/Transformation team.

Gezien het internationale karakter van de functie hebben wij de functieomschrijving in het Engels opgesteld.

### THE ROLE

The IT Analyst is part of the Lloyds Bank GmbH IT team and reports to the Team Lead IT Netherlands.

The IT Analyst leads the delivery of cross-functional IT projects in the Netherlands and Germany, in order 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. Acts as a Technical Product Owner 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.

### KEY ACCOUNTABILITIES

- 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 Owner defines and prioritizes a backlog of technology work.
- Lead 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.
- Owns 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.

## SKILLS & CAPABILITIES

- 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 Owner 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.
- 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.



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- 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.

**WE OFFER**

A full-time role (40 hours) with a salary in line with the market and excellent secondary employee benefits. Do you recognize yourself? Then we would like to meet you! Send your CV and motivation letter in English to [recruitment@lloydsbank.nl](mailto:recruitment@lloydsbank.nl)