

Business Analyst

We are looking for a **Business Analyst** to further strengthen our Operations team and contribute to the success of our Talkwalker products in the market.

*As a **Business Analyst** working for the Operations department, you will be in charge of analysing, improving and documenting processes throughout the company, as well as being a preferred point of contact for our provisioning and billing systems.*

As a member of the Operations team, you will:

- Review, analyse and document processes across all departments of the company
- Deeply understand our provisioning and billing system and associated processes, assisting Sales, Account Management and Finance departments on request while proposing improvements
- Lead and follow up on the progress of improvement initiatives
- Train and perform presentations to end users about functional topics. Facilitate workshops for a variety of audiences

We are looking for you:

- You have worked for 2-5 years in a similar role, preferably in a consulting firm combining IT and functional expertise
- You have a university degree with a technical or business specialisation
- You are rigorous, structured and organized, analytically strong, a good listener and a good team player
- You are flexible, like to work independently, are target-oriented and simply get things done without forgetting the end user
- You are fluent in English, any other language will be considered an additional advantage
- Experience in a SaaS organization or with a billing system is preferred but not mandatory

About us:

Talkwalker is a listening and analytics company that empowers over 1,000 brands and agencies to optimize the impact of their communication efforts. The company provides businesses with an easy-to-use platform to protect, measure and promote their brands worldwide, across all communication channels. Talkwalker's state-of-the-art social media analytics platform monitors and analyzes online conversations on social networks, news websites, blogs and forums in 187 languages. The company is headquartered in Luxembourg and has offices in New York City, San Francisco, and Frankfurt, with a total headcount of over 200 employees. For more information, please visit www.talkwalker.com.

Job link: <https://www.talkwalker.com/careers/babbc117-fa24-4685-8df6-bf0672d2f74e>