IT production support

BNP Paribas Cardif – The top insurance provider for a world in flux
BNP Paribas Cardif is an innovative insurance provider. We aim to position ourselves in Belgium as the number one specialist in the protection of repayment of all types of credit.

Responsibilities

Your responsibilities as an IT production support are multifaceted and wide-ranging. The IT production support team reports to the Head of IT.

- You will communicate with business users in order to understand their needs and requirements
- You will take care of all aspects of application maintenance and support. This includes writing and modifying existing codes and SQL statements for Oracle Database 12c as well as analysing, designing, implementing, testing and reviewing tasks related to bug fixes, enhancement requests, data-fixing and batch treatments of existing applications
- Together with your team, it is your responsibility to buffer and process high-volume records, monitor service production issues and incidents logged by users in the ticketing systems, and to perform follow-ups via these tools. You will then provide reports as required these tools to the management team on issue statuses and the work involved for each
- The above requires you to assume leadership and operational responsibility for the batches to be run, discuss requirements (based on recurrent problems) with the IT manager in order to improve efficiency, and ensure the coherence and integrity of the production data. Within this context, the IT production support team cooperates with the local Process Management, Business Development, Operations, Digital, Actuarial, Commercial and Marketing departments and with the IT department's head office
- Another key objective is to observe and uphold the SLA in terms of issue resolution time, first response time and ticket activity management
- You will ensure the setting up, the sustainability and reusability of IT solutions by applying a consistent architectural approach via the methodology Harmony in order answer to the functional and non-functional specified needs of Cardif Belgium. You will support the developers in the Project life cycle by designing architectural solutions via the SDDs and the Global Architecture Document (GAD) based on which they will develop the IT solutions
- You will contribute to the realisation of the applicative and technical design models/drawing as well as data structures with a clear visibility on the identification of the risks as well as the overall strategy that needs to be put in place in order to have an optimised solution. In that respect you will ensure architectural coordination between Cardif Belgium and the head office. You will interact very often the providers as well as the local security officer

Strengths and skills that you can provide

- You have a Bachelor's or Master's degree in Computer Science or Information Technology
- You are proficient in the following programming languages: SQL programming, Java, Graphtalk. You also have a good working knowledge of Oracle Database 12cg
- You can rely on 2-3 years of practical project experience, and you demonstrate a strong desire to keep learning and developing
- You possess excellent communication, analytical and problem-solving skills
- You are fluent in either French/Dutch and English, both orally and in writing

- You relish performing under pressure, you are flexible and versatile. In addition, you take a dynamic approach to issues, work diligently to find a solution and are not afraid to take the initiative
- You maintain a strong interest in business process automation
- You are methodical, organised and more than capable of documenting your work in a clear and comprehensible manner. For you, quality is the key and outstanding results are always important
- As well as being a fantastic teammate, you are dedicated to the customer and motivated by providing an all-round excellent service. To ensure this, you track your own performance and improve your work wherever possible

When we look at this world in flux, diversity and inclusion are key values. At BNP Paribas Cardif, we seek to attract and retain employees of all ages and from all manner of backgrounds. Each employee has their own level of experience and set of skills, enabling us to improve our performance and bolster our innovative strength.

What does BNP Paribas Cardif offer?
- We provide a full-time, open-ended contract in a growing company within the sound and stable BNP Paribas Group
- A multifaceted position supported by extensive training tailored to your requirements, enabling you to hone your skills
- A dynamic and welcoming work environment along with an attractive salary and fringe benefits.
- Genuine career advancement opportunities within the company and the BNP Paribas Group

Want to take on the challenge?
Apply online now – we look forward to hearing from you