

JOB DESCRIPTION



Company: 2e Systems

Web: <https://www.2e-systems.com/>

Type of Employment: Full-time

IT Quality and Business Analyst (m/f/d) – Zagreb

2e Systems is a leading software provider for the airline industry, and we are looking for an IT Quality and Business Analyst to join our Zagreb team.

Job Description

Are you a proactive problem-solver with a keen eye for detail and enjoy harnessing the power of technology to help you investigate, test, and ensure software quality? Do you thrive on investigating complex issues, digging deep to uncover root causes, and ensuring the software meets the highest standards of quality, considering the issues from the technical and engineering perspective? If so, we hope you apply for our Quality and Business Analyst role. It tackles both the business analysis and quality control aspects of our software projects, and the list below showcases which tasks you should expect to encounter daily:

- Communicate and collaborate with a multicultural team in English
- Gather, analyze, and document software requirements in direct collaboration and communication with the clients
- Write, review, and maintain Functional Project documentation, User stories, Test Cases, and Test Plan Documents
- Execute Tests, and analyze and document Test Results, communicate the testing progress and issues to internal and external teams
- Develop and implement testing procedures, and processes
- Participate in the full life cycle of developing web, mobile, and API products for airlines, which includes booking, check-in, and passenger/crew communications
- Learn how to use Test Automation scripts and analyze results
- Learn how to use existing as well as research and explore new tools, technologies, and techniques pertaining to Analysis and Testing processes

We're looking for someone who loves tackling challenges head-on, analyzing systems with precision, asking tough questions, and uncovering insights that drive better solutions. The emphasis is less on how much you already know or think you know—it's more about your proactive mindset, and your willingness to learn and grow in a dynamic environment.

We would be a perfect match if you have/are:

- At least 3 years of experience in similar roles/jobs
- The ability to adapt to changes in work pace
- The ability to operate both in a team and independently
- Excellent communication skills
- Excellent writing skills to express and convert ideas and information in a concise and clear written form
- Visual-spatial intelligence and ability to visualize, draw, and communicate client's requirements
- Ability to elaborate strategies whilst testing current projects and visualize possible outcomes
- Ability to detect the error that occurred during the testing and pinpoint the part of the system where the error originated, by checking the logs, databases, and API communication
- At least basic coding knowledge and skills
- Excellent command of written and spoken English

Bonus points for:

- Understanding of airline business processes in general or in specific areas
- Understanding of technologies used in backend and frontend development (software architecture, communication between internal and external components), OOP programming principles, Linux-based operating systems, APIs, and others
- Data analysis and report-building experience

What we offer

- **International cooperation** - We are an engaged international team with a flexible approach and offer cooperation with colleagues worldwide. Your work will have a direct and visible impact on our business and our clients globally.
- **Interesting and challenging projects** – We are an industry leader in the dynamic airline and innovative medical and health industry, working with modern and latest technology, frameworks, and tools using agile methodology. Our teams operate with a high level of autonomy through projects that are reaching millions worldwide.
- **Safe and healthy environment** - We are proud to say that our offices have a friendly and relaxed atmosphere. We encourage everyone to communicate openly, give feedback, and share insights and ideas.
- **Career development** - We offer extensive training and will help to ensure that you will reach your full potential. We support further education on paid time and encourage professional development to improve your knowledge and skills.
- **Pay & perks** - We offer permanent contracts with competitive salary, paid vacation up to 28 days, and flexible working hours. We provide combined remote & onsite work in an attractive

office location with healthy and guilty pleasure snacks, paid lunch & parking; and a team taking care of the equipment you need. Every two years paid health check at a private clinic.

- **Fun, fun, fun!** - Opportunities for international business travel. Shared sponsored Multisport card, social events, and team-building activities.

About 2e Systems

2e Systems is a versatile software development company specializing in airline travel technology products and innovative services for the healthcare industry. 2e Systems was established in 2000 near Frankfurt, Germany, and has grown to include offices in Croatia, the United Kingdom, Australia, and Romania. We provide airlines with internet and mobile solutions for flight bookings, check-in, passenger notifications, and crew communication management. Included in our list of major international clients are airlines such as Lufthansa, Austrian Airlines, airBaltic, Croatia Airlines, JetBlue, etc. Our team is a diverse collective of thinkers and doers, continually reimagining what's possible to help us all do what we love in new ways. Every new product we invent and improve, and every new service we create, is the result of people working together to make each other's ideas stronger.

How to apply

If you would like to be part of our success and are looking for a challenging job working with a team of experienced service professionals, we welcome your application!

To submit your expression of interest, please send your CV and a brief cover letter in English to jobs@2e-systems.com

Please note that our Privacy policy applies to all communication in the job application process. Your personal data is treated confidentially and solely for job application purposes.

Find out more <https://www.2e-systems.com/career>

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