Job Title : Business Applications Engineer (Life & Pension)
Department: Information Systems

Job Summary

The Business Applications Engineer is responsible for providing first-level IT support for all applications used by the MUA Life and MUA Pension business units. The incumbent is expected to ensure the smooth operation of software applications and provide technical solutions, as well as liaise with external service providers to implement changes to these systems. This includes conducting business requirements analysis, documenting functional specifications, and communicating with service providers for application developments and enhancements. The Business Applications Engineer is also responsible for documenting key processes and procedures for these applications.

Main Responsibilities

- Provide support to users on the applications used by MUA Life and MUA Pension.
- Participate in requirements gathering with business users and project management team for new projects or system enhancements.
- Liaise with and follow up on enhancements and support issues/logs with external suppliers.
- Write SQL scripts for ad-hoc reports/listings and build new reports and dashboards based on user specifications.
- Train users and assist them in testing system changes.
- Follow up with external suppliers on enhancement requests and resolution of application logs.
- Produce technical and user documentation for new enhancements and projects.
- Assist users in optimising processes by utilizing technological tools.

Job Requirements

- Degree in Computer Science, Software Engineering, or any equivalent qualification.
- 3 to 5 years of experience with at least two years in software development and user support.
- Candidates should have a good knowledge of:
    1. Software Development methodologies such as Waterfall, Agile, Lean etc.
    2. Programming languages including VB, VB.Net, C#.Net, ASP.Net, Java, Oracle PL/SQL
    3. Database design on Oracle, MS SQL etc.
    4. Business Intelligence and dashboarding tools such Power BI etc.
    5. Software packages like Microsoft Office365, Project and Visio.
- Knowledge of Robotic Process Automation tools such as Power Automate, UIPath etc. will be a plus.

- Candidates should also be able to:
    1. Work effectively with diverse people.
    2. Deliver results and meet customer/user expectations
    3. Demonstrate good collaboration, communication, and interpersonal skills.
    4. Cope with pressure and setbacks.

Interested candidates are requested to send their CV on recruitment@mua.mu

The company reserves the right to call only the best qualified candidates for the selection exercises.

Applications received after the closing date might not be considered.

The company also reserves the right not to proceed with this vacancy.