For our client in the pharmaceutical industry, we are looking for a person for the position of **IT Business Analyst**

IT Business Analyst

Nr ref.: 5/2/2026/JP/266812/jobs.pl Warszawa (mazowieckie)

What we offer

- work in an international environment
- B2B contract
- attractive salary

Your tasks

- Coordinate backlog governance to ensure consistency and prioritization across teams, including governance, maintenance, and grooming.
- Collaborate with external vendors to align deliverables and timelines.
- Support the Project Team whenever requirements are unclear, asking relevant questions to the business to obtain necessary information.
- Monitor project progress and provide regular status updates to stakeholders.
- Analyze current processes in IT service delivery.
- Facilitate communication between stakeholders in IT projects.
- Proactively identify risks and issues, propose mitigation strategies, and communicate them to stakeholders.

What we expect

- Expertise in ServiceNow (ITSM/CSM): Practical experience as an advanced end user of the ServiceNow system, with a particular focus on the service request (ITSM) or customer (CSM) modules.
- User Stories Engineering: Proven ability to transform raw business requirements into precise, technical user stories.
- Proficiency in ITIL and IT processes: Deep knowledge of ITIL processes and interdependencies within IT service management.
- Software Development Life Cycle (SDLC) Management: Full understanding of SDLC stages, roles in the project team, and application of best manufacturing practices.
- Backlog Management and Governance: Experience in maintaining governance, grooming, and prioritizing product backlogs.
- Multi-Team Coordination: Ability to synchronize work between different units, such as internal teams (GBS, Value Teams) and external vendors.
- Knowledge of Agile Methodologies and Tools: Practical work in a Scrum/Agile environment using tools such as Jira or Azure DevOps.
- Stakeholder and Risk Management: Excellent communication skills enabling effective collaboration with the business and identification and reporting of project risks.

Employment agency entry number 47

this job offer is intended for people over 18 years of age