1. **Business Analyst**

Profile	Business Analyst
Years of Relevant Experience	3+
Department	Technical & Functional
Job Location	Mumbai
Educational Qualification	Bachelors / Masters university degree and or MBA , in the field of business administration, finance, or information systems.
Roles & Responsibilities	• Elicits, analyzes, specifies, and validates the business needs of stakeholders, be they customers or end users. • Collaborates with project sponsors to determine project scope and vision. • Clearly identifies project stakeholders and establish customer classes, as well as their characteristics. • Conducts interviews to gather customer requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods. • Identifies and establishes scope and parameters of requirements analysis on a project-by-project basis to define project impact, outcome criteria, and metrics. • Works with stakeholders and project team to prioritize collected requirements. • Researches, reviews, and analyzes the effectiveness and efficiency of existing requirements-gathering processes and develop strategies for enhancing or further leveraging these processes. • Assists in conducting research on products to meet agreed upon requirements and to support purchasing efforts. • Participates in the QA of purchased solutions to ensure features and functions have been enabled and optimized. • Participates in the selection of any requirements documentation software solutions that the organization may opt to use. • Analyzes and verifies requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards. • Develops and utilizes standard templates to accurately and concisely write requirements specifications. • Translates conceptual customer requirements into functional requirements in a clear manner that is comprehensible to developers/project team. • Creates process models, specifications, diagrams, and charts to provide direction to developers and/or the project team. • Develops and conduct peer reviews of the business requirements to ensure that requirement specifications are correctly interpreted.

	• Assists with the interpretation of customer requirements into feasible options, and communicating these back to the business stakeholders.
	• Manages and tracks the status of requirements throughout the project lifecycle; enforce and redefine as necessary.
	• Communicates changes, enhancements, and modifications of business requirements — verbally or through written documentation — to project managers, sponsors, and other stakeholders so that issues and solutions are understood.
	• Provides guidance and/or instruction to junior staff members.
	• Should have experience of Software application products implementation, analysis for additional customizations needed, prepare SRS for configurations and software Application Implementation.
	• Customer facing, should be efficient at working offshore & onsite, manage virtual teams, work effectively through web meetings as well as onsite, requires Travel.
Business Analyst Qualifications / Skills:	1. Able to exercise independent judgment and take action on it 2. Adequate Understanding & Technical Knowledge on IT environment and Development methodology 3. Excellent analytical, mathematical, and creative problem-solving skills 4. Excellent listening, interpersonal, written, and oral communication skills 5. Logical and efficient, with keen attention to detail 6. Highly self-motivated and directed 7. Ability to effectively prioritize and execute tasks while under pressure 8. Strong customer service orientation 9. Experience working in a team-oriented, collaborative environment
Preferred Experience	• Proven experience with business and technical requirements analysis, elicitation, modeling, verification, and methodology development • Demonstrated project management skills and project management software skills, including planning, organizing, and managing resources • Working knowledge of Windows office systems • Excellent understanding of the organization's goals and objectives

2. **PLSQL Developer**

Profile	**DotNet Development**
Position	Dotnet Developer
Role	We are looking for an Full Stack ASP.NET MVC developer that will be able to develop and support existing applications. The main scope of work will include everything from back-end to client-side code, using optimal and efficient technologies, frameworks, and patterns. Your primary responsibilities will be to design and develop these applications. Therefore, it's essential that you are

	skilled at problem solving, solution design, and high-quality coding.
Years of Relevant Experience	0 to 3 Yrs
Department	Product Development
Reporting To	Product Manager
Job Location	Mumbai
Educational Qualification	BSC/MSC (IT, Computer), BE, BCA, MCA, Any IT Graduate
Desired Candidate Profile	• Proficiency in {{ C# | Visual Basic, depending on the specific project }} • Experience using .NET {{ 4.5+ | Core }} • Experience in developing {{ ASP.NET MVC | ASP.NET Core MVC }} applications • Senior knowledge of {{ Entity Framework 6.* | EF Core | NHibernate | ADO.NET }} • Proficient knowledge in {{ MSSQL | MySQL | Oracle | other RDBMS }} • Database design including indexes and data integrity {{ if RDBMS is required }} • Dependency injection pattern and IoC containers using at least one of: Autofac, Unity, Ninject, and/or SimpleIoc • Writing tests with {{ NUnit | XUnit | MSTest }} • Implementing enterprise application patterns {{ if senior developer is required }} • Understanding of HTML, JS, and CSS • Familiarity with the client side framework {{ jQuery | Angular 1.* | Angular 2.*+ | React | other }} • Familiarity with {{ Kendo UI | DevExpress | Syncfusion }} is a plus {{ if applicable }} • Integrating web analytics tools {{ particularly Google Analytics - if applicable }} • Familiarity with {{ Azure Web Apps | AWS Cloud - if applicable }} • {{ Make sure to mention any other frameworks, libraries, or other technologies relevant to your project }} • {{ List any education level or certification you may require }}
Job Profile	• Delivering a high-quality application • Integrating with front-end developers {{ if applicable }} • Ensuring a required level of performance • Writing test-backed server-side code • Analysing requirements and designing new functionality • Supporting and fixing existing functionality • Selecting and using the most appropriate and efficient technologies for a particular application • Designing and building application layers • Support, maintain and document software functionality • Candidates having experience in Insurance will have an added advantage. • Good Communication Skills

3. Functional Analyst

Profile	Functional Analyst
Years of Relevant Experience	2+
Department	Functional
Job Location	Mumbai
Educational Qualification	Bachelors / Masters university degree and or MBA, in the field of business, finance, or banking, Insurance
Roles & Responsibilities	• Collating Requirements – FnU, TnC, Premium/Bonus/Additions/Any other Rates applicable, for the scoped UINs and Period. • Maintaining tracker of requirements received and pending, sharing and following up with the client team, for pending requirements. • Documentation of Requirement Document, module-wise, accurately. • To seek clarification from client team, for ambiguity, if any. • Sharing Module-wise RDs with the client team, for sign off. • Maintaining tracker of RDs shared, Sign off received and follow up for pending RD sign off. • Co-ordinating with Technical & OEM team and provide them, required guidance, during development phase of each module. • Co-ordinating with Client team for functional clarification, if any, and sharing the same with Technical & OEM team. • Validation of Exceptions, before sharing the Reports, with Client. • Co-ordinating & following up with Client team, for sign off on Exception Reports. • Maintaining Tracker & MIS, for pending Reports sign off, by the Client team. • Preparation of Internal MIS, for pending activities with Client, and sharing the same with the Claptek Management team. • Preparation of MIS and Presentations required for Internal, Governance & Steering Committee Meeting, related to the Project. Preparation of any other Adhoc MIS & Presentations, required for Project Management. • Salary As per industry standards.

4. Technical Support

Profile	Technical Support
Years of Relevant Experience	3yrs to 6yrs
Department	GRC
Job Location	Mumbai
Educational Qualification	Bachelors / Masters university degree in computer science or information technology.
Roles & Responsibilities	• Identifying hardware and software solutions. • Troubleshooting technical issues. • Diagnosing and repairing faults. • Installing and configuring hardware and software.

	• Speaking to customers to quickly get to the root of their problem. • Providing timely and accurate customer feedback. • Following up with clients to ensure the problem is resolved. • Supporting the roll-out of new applications. • Providing support in the form of procedural documentation. • Managing multiple cases at one time.
Technical Support Requirements	• Prior experience in tech support, desktop support, or a similar role. • Proficiency in Windows • Experience with remote desktop applications and help desk software. • Attention to detail and good problem-solving skills. • Excellent interpersonal skills. • Good written and verbal communication.

5. **Project Manager – Data Analytics**

Profile	Project manager – Data Analytics
Years of Relevant Experience	10-12
Department	Data Analytics
Job Location	Mumbai
Educational Qualification	Bachelors / Masters university degree and or MBA, in the field of business administration, finance, or information systems.
Roles & Responsibilities	• Plan and implement projects. • Help define project scope, goals and deliverables. • Define tasks and required resources. • Collect and manage project team. • Stakeholder engagement • Allocate project resources. • Create schedule and project timeline. • Track deliverables.
Qualifications / Skills:	PMP certified; PMO experience (Optional)
Preferred Experience	• Analyzes, specifies, and validates the business needs of stakeholders, be they customers or end users. • Collaborates with project sponsors to determine project scope and vision. • Clearly identifies project stakeholders and establish customer classes, s well as their characteristics. • Create & manage project plans • Planning of resources- Allocate resources, determining resources availability, estimating time and financial commitment. • Assemble and lead project team - Meet regularly, and get status updates to chart their progress, while reallocate resources as needed to avoid blocking team members or overburdening them. • Time management- define, schedule and accurately estimate the task duration to develop and maintain a realistic schedule.

	• Budget Management- Monitor the actual spend as compared to the planned budget. If those figures are off, you must adjust accordingly.
	• Quality and satisfaction- Manage customer communication. Develop a clear understanding of the client, client needs and style of functioning to deliver a high-end quality product.
	• Communicates changes, enhancements, and modifications of business requirements — verbally or through written documentation — to the project Sponsors & stakeholders so that issues and solutions are understood.
	• Identifying issue, risk and promptly resolve them. Figure out beforehand what the risks are and set in place a plan of action.
	• Manages and tracks the status of requirements throughout the project lifecycle; enforce and redefine as necessary.
	• Conducts interviews to gather customer requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, se cases, scenarios, and other methods. Handle custom r request priorities.
	• Develops and utilizes standard templates to accurately and concisely write requirements specification. Deliver and install technology solutions
	• Develop new processes and recommend improvements to all procedures and ensure optimal level of customer satisfaction at all times.
	• Co-ordinate with customer to identify and resolve all issues and provide assistance for same.
	• Having worked experience in BFSI/Insurance will be an added advantage

6. **PLSQL Developer**

Profile	PL SQL Development
Position	PL SQL Developer
Role	• Design and develop PL-SQL procedures as per business requirement • Translate business requirements into technical terms • Resolve and troubleshoot client queries
Years of Relevant Experience	0 to 4 Yrs
Department	Product Development
Reporting To	Product Manager
Job Location	Mumbai
Educational Qualification	BSC/MSC (IT, Computer), BE, BCA, MCA, Any IT Graduate
Desired Candidate Profile	Mandatory: • Technologies: Analytics, PL SQL (Query building, Stored procedures, Triggers, Performance tuning, Query execution plan, Data Indexing)
Job Profile	• Programming / coding and debugging applications. • Developing existing programs by analyzing and identifying areas for modification

	• Investigating new technologies. Creating technical specifications and test plans. • Maintaining systems by monitoring and correcting software defects • Working closely with other staff, such as project managers, graphic artists, systems analysts, and sales and marketing professionals • Consulting clients/colleagues concerning the maintenance and performance of software systems and asking questions to obtain information, clarify details and implement information • Problem-solving and thinking laterally as part of a team, or individually, to meet the needs of the project • Full lifecycle application development • Software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis • Software modeling and simulation • Support, maintain and document software functionality • Candidates having experience in Insurance will have an added advantage. • Good Communication Skills

7. Software Implementation Specialist

Profile	Software Implementation Specialist
Years of Relevant Experience	5+
Department	Technical & Functional
Job Location	Mumbai
Educational Qualification	BTech, MTech, BE, ME, MBA IT
Professional Certification	Technical Certifications ....CCNA, CCNP, ITIL, CISA, CGIT
Desired Candidate Profile	Software implementation specialists perform tasks related to the implementation of computer software and hardware, technical systems, or solutions, by following set methodologies and required configurations & settings.. Responsible for identifying clients' needs and determining how they will use the software or systems that they have acquired to effectively meet them..
Role	• Plan and implement projects. • Help define project scope, goals and deliverables. • Define tasks and required resources. • Collect and manage project team. • Stakeholder engagement • Allocate project resources. • Create schedule and project timeline. • Track deliverables.
Detailed Responsibility	1. Elicits, analyzes, specifies, and validates the business needs of stakeholders, be they customers or end users. 2. Collaborates with project sponsors to determine project scope and vision. 3. Clearly identifies project stakeholders and establish customer classes, as well as their characteristics.

	4. Conducts interviews to gather customer requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods. Handle customer request priorities. 5. Develops and utilizes standard templates to accurately and concisely write requirements specifications. 6. Administer all customer accounts for implementation of lifecycle and develop all business for same. 7. Coordinate with customers to design project scope and objectives and ensure achievement of same within required timeframe and monitor completion of all projects. 8. Manages and tracks the status of requirements throughout the project lifecycle; enforce and redefine as necessary. Render consulting services and act to ensure customer meets deadlines. 9. Communicates changes, enhancements, and modifications of business requirements — verbally or through written documentation — to project managers, sponsors, and other stakeholders so that issues and solutions are understood. 10. Assist customers in optimal utilization of all software tools and provide technical assistance implementation of all projects. Configure changes and upgrade software systems. 11. Coordinate with employees and customers and ensure all project completion within required timeframe and according to contract. 12. Develop new processes and recommend improvements to all procedures and ensure optimal level of customer satisfaction at all times. 13. Review system issues and act suitably. 14. Install company software suite at customer sites. 15. Configure and ensure software changes to system to assist in business organizational changes. 16. Analyze system and compile system change needs as requested by customer. 17. Improve software to meet customer's business needs and follow best practices, standards and documentation. 18. Inspect changes before customer performs user acceptance testing. 19. Handle customer User Acceptance, Outage Notification and Change Control procedures and documentation. 20. Record and manage customer specific implementation user guides for company application's user community. Extend user support and training to customer and support users. 21. Provides guidance and/or instruction to junior staff members. Provide training to all customers for the implementation. 22. Coordinate with customer to identify and resolve all issues and provide assistance for same.
Software Implementation Specialist Qualifications / Skills:	• Understand Technical aspects related to IT Infrastructure, Servers, Networks • Able to exercise independent judgment and take action on it • Excellent analytical, mathematical, and creative problem-solving skills

	• Excellent listening, interpersonal, written, and oral communication skills • Logical and efficient, with keen attention to detail • Highly self-motivated and directed • Ability to effectively prioritize and execute tasks while under pressure • Strong customer service orientation • Understand SAAS & Cloud environment and on Premise Implementation aspects. • College diploma or university degree in the field of business administration, finance, or information systems • Three to five years related work experience • Proven experience with business and technical requirements analysis, elicitation, modeling, verification, and methodology development • Demonstrated project management skills and project management software skills, including planning, organizing, and managing resources • Working knowledge of Windows office systems & Linux, technologies of virtualization. • Excellent understanding of the organization's goals and objectives