



Job Title: Applications Support Specialist
Department: Information Systems
Reports to: IS Senior Manager

Job Overview:

Reporting to the Senior Manager in charge of Information Systems, the Applications Support Specialist will join a diverse team of business analysts, solutions architects, and developers. The duties will primarily consist of providing excellent user assistance, managing FIBA's information systems support, and participating in light system improvements. This role also involves collaborating closely with the IS Senior Manager, IT business analyst & technical team.

Key Responsibilities:

User Support and Training

- Deliver outstanding user assistance for FIBA's information systems, addressing queries and resolving issues efficiently.
- Document user guides, FAQs, and support procedures to enhance user experience.
- Conduct training sessions to improve user proficiency and system adoption.
- Serve as a liaison between users and the IT department to facilitate effective communication.

System Management and Improvement

- Assist in implementing light improvements to existing systems based on user feedback.
- Conduct user acceptance testing for system updates and new functionalities.
- Manage user accounts and authorizations, overseeing request and approval processes.
- Collaborate with the IS Senior Manager to establish and maintain the maintenance backlog.
- Participate in the systems release planning (announcements, release notes...).

Reporting

- Define and maintain indicators dashboards and reports related to maintenance and support activities.
- Provide periodic reports to the IS Senior Manager regarding support activities.

Skills, Education & Experience:

- Master's degree in Information Technology, Business Administration, or a related field.
- 2-3 years of professional proven experience in user support or a similar customer-facing IT role.
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- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and attention to detail.
- Proficiency (both written and spoken) in English and French.
- Knowledge of project management methodologies and business analysis techniques.
- Ability to explain technical concepts to non-technical users.
- Experience in sports organizations or international federations is a plus.

What we have to offer:

- Collaborative & Inclusive culture: As an equal opportunity employer, FIBA encourages women to apply and offers an inclusive and multicultural environment with a strong sense of belonging. Join a team rich of more than 48 different nationalities with individuals who are passionate about sports and committed to excellence, fostering a positive workplace culture.
- Flexible Working Arrangements: Benefit from flexible working hours and remote work options (up to 2 days per week), and the possibility to work part-time ensuring a better integration of your personal and professional life.
- Innovative and Dynamic Work: Be at the forefront of technological advancements, providing support to critical applications and contributing to the ongoing improvement of our systems, tools, and platforms.
- Impact at a Global Level: Contribute to the success and evolution of a world-leading sport's governing body, making a tangible difference to the sporting community worldwide.
- Employees Programs: Enhance your skills and career trajectory through our continuous professional development and staff programs.