CLARIEN

Digital Transformation Analyst

This position will work closely with the Chief Digital and Marketing Officer to refine the digital strategy and its implementation in an accelerated pace.

Primary Responsibilities:

- Build digital use cases with proven analytics to ensure that digital investments derive value for the Bank in terms of expanded growth, efficiency and user experience
- Develop end-to-end client journeys and user stories for digital solutions ensuring frictionless experiences at all levels of the process
- Be responsible for recommending and building with key stakeholders the digital solution architecture for the Bank
- Work with the business, marketing and product management to articulate the value proposition for digital solutions to employees and clients
- Adopt an agile methodology in order to bring solutions to market at an accelerated pace while mitigating risk and keeping project delivery on-time and on-budget
- Develop processes and procedures that align to digital end-to-end journeys
- Use a disciplined KPI framework to track and report on the effectiveness, adoption, and user experience of digital channels
- Challenge and support the business in the needs assessment for digital solutions to support personal banking, commercial banking and wealth management to ensure there is sufficient demand and value in making digital investments prior to development
- Conduct detailed requirements gathering with all stakeholders to minimize development churn and expense waste
- Develop and implement the digital employee and client knowledge and training programme to align company culture and client experience with digital transformation
- Consider the risks of digital acceleration in Bermuda across all demographic segments and identify mitigation plans where possible to avoid client attrition and reputational risk to the Bank
- Understand the interfaces required with other core banking applications to ensure a seamless digital journey.

The Successful Candidate Must Have:

- Education: Bachelor's degree required in Engineering, Technology, Business Administration or Banking
- Qualified certifications in Agile, Six Sigma, Process Re-engineering and Project Management highly preferred
- Work Experience: Minimum of 5 years of financial services experience. Experience in the banking sector will be seen as a critical asset
- Superior quantitative/analytic reasoning and problem solving abilities
- Ability to think strategically, implement tactically and work across functions
- Candidate must have proven track record of delivering digital solutions and/or implementing digital transformations
- Experience with and a high proficiency level working with core banking systems and best in class data analytics tools will be a key asset
- Possess excellent relationship and verbal and written communication skills and be a team player who thrives in a high pressure environment
- Ability to forge relationships and build a network throughout the institution
- Experience in developing clear policies and procedures
- Proven track record in delivering positive financial results for a financial institution
- Must be proficient in Microsoft Suite, particularly Excel.

Clarien is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and résumé no later than July 17th, 2020 to:
Human Resources Department
19 Reid Street, Hamilton HM 11
P.O. Box HM 665, Hamilton HM CX
Email: jobs@clarienbank.com
Fax: + 441 296 7701

www.clarienbank.com | 441 296 6969
Head Office: 19 Reid Street, Hamilton HM11, Bermuda | Paget Plaza: 161 South Road, Paget DV04, Bermuda

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted.

Clarien Bank Limited through its wholly-owned subsidiaries is licensed to conduct banking, trust and investment business by the Bermuda Monetary Authority.