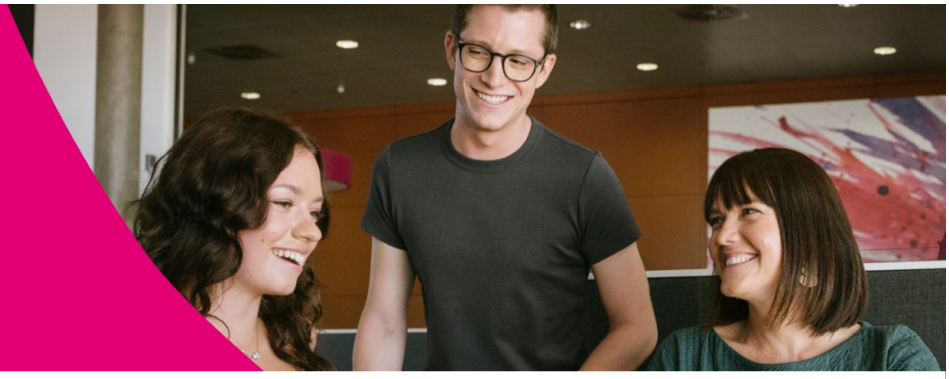


Technical Business Analyst (f/m/d) – B2C Omnichannel

Vienna | asap | full-time | unlimited

We are Magenta

Magenta Telekom is a leading provider of internet, mobile communications, entertainment and business solutions in Austria. The company counts around 2,200 employees and is part of the Deutsche Telekom Group.

Your Team

Our team operates at the intersection of business, technology, and customer experience. We design and deliver solutions that connect backend systems with intuitive customer journeys across channels, ensuring that customers can interact with Magenta in a seamless and consistent way — whether online, in retail, or through other sales channels.

- Translate business needs into implementable, end-to-end solution concepts for the e-commerce platform, working closely with Solution Architects to align with technical architecture and platform strategy
- Lead solution discovery and requirement alignment through workshops with Product Owners, stakeholders, and technical teams
- Design scalable omnichannel solutions, defining system interactions, integration concepts, and customer journey flows
- Produce clear documentation and visual artifacts (user journeys, process flows, integration diagrams) to guide development teams
- Collaborate with international platform teams to ensure consistent platform evolution, agile team alignment, and continuous improvement of customer journeys and platform capabilities
- Explore AI-supported tools and approaches to enhance solution design, accelerate analysis, and identify optimization opportunities

- Do you have 5–10 years of IT experience with a focus on Software Engineering, Solution Design, and large-scale transformational programs?
- Are you skilled in designing service-oriented architectures, APIs, and microservices, and familiar with digital platforms that support business processes?
- Can you apply Design Thinking and Agile methodologies to create innovative, user-centered solutions?
- Are you experienced with tools such as Jira, Confluence, Miro, or other documentation/design platforms?
- Do you have fluent proficiency in both German and English?
- Do you have strong problem-solving, communication, and stakeholder management skills, and the ability to work effectively in complex, dynamic environments?

At Magenta, we believe in diverse employees and live equal opportunities. We welcome all applications regardless of cultural and social background, age, gender, nationality, religion, disability or sexual orientation. Magenta connects all people.



I ♥ Magenta

That sounds good to you?
THEN WE MIGHT BE THE RIGHT ONES FOR YOU.



Learning offers

Homeoffice

Benefits

Company pension plan

We are Magenta, you too?



Selina Sulzer

According to the collective agreement for the telecommunications industry, this position carries a minimum gross monthly salary of € 4.175,76 based on full-time employment (38.5 hours per week). We will discuss your actual salary with you in person, taking into account your individual qualifications and professional experience. You can expect an attractive offer that exceeds the minimum stipulated by the agreement.

You want to find out more about us? Get a glimpse of our **Magenta World**.

Apply now!