Salesforce Business Analyst – OneSFA

Application deadline: 2026-11-10

Budapest

Magyar Telekom Nyrt.

Teljes munkaidő- határozatlan idejű

You are the ideal candidate, if you have...

- 4+ years of experience as a Business Analyst, Functional Consultant, CRM Consultant or similar role.
- Strong experience in business process analysis and functional requirements definition.
- Practical experience with Salesforce, ideally Salesforce Sales Cloud.
- Strong experience creating user stories, acceptance criteria, process flows and functional specifications.
- Ability to analyze and structure complex business requirements and translate business needs into clear, actionable solutions.
- Strong workshop facilitation and stakeholder management skills.
- Experience working in Agile/Scrum environments.
- Strong collaboration and communication skills within agile, cross-functional, and international delivery teams.
- Hands-on experience with Jira and Confluence.
- Excellent written and spoken business English.
- **What Makes You Successful mindset:**
- You combine business-first thinking with strong accountability. You can structure complex topics, challenge existing assumptions and move ambiguous requirements toward clear decisions.
- You actively seek harmonised and scalable solutions instead of reproducing local processes country by country, while recognising where justified local flexibility is required.
- You communicate confidently with both business and technical stakeholders, understand end-to-end impacts across processes, systems and data, and keep user value and simplification at the center of solution design

It's an advantage if you have...

- Good understanding of CRM and B2B sales processes; Lead-to-Cash experience is a strong advantage.
- Experience with BPMN, process flows or similar modelling approaches.
- Good functional understanding of data models, integrations and APIs.
- Interest in AI, automation and data-driven sales processes.
- Written and spoken Hungarian is a strong advantage for local coordination.

- **Preferred experience / certifications:**
- Salesforce Administrator, Salesforce Business Analyst or Sales Cloud Consultant certification is an advantage.
- Experience in telecommunications, complex B2B sales environments, business analysis certification or AI-related Salesforce capabilities.

Benefits

- You can spend your gross HUF 700,000/year cafeteria budget on benefits chosen from a specified portfolio.
- We make Telekom services available to you and your family members with a gross HUF 45,000/month telecommunications discount.
- High-value, comprehensive TritonLife healthcare package, which includes, among others, outpatient and ambulatory care, minor and major diagnostic tests, one-day surgery options, prevention and screening packages, as well as online and telephone medical consultation.
- We provide you with a company laptop and a high-end mobile phone.
- Discounted employee and family tariff plans will be available to you.
- You will receive a minimum of 25 days of basic annual leave (based on age).
- We offer 15 days of additional paid leave if you become a father, with 100% pay.
- We help you in times of need through our Employee Assistance Program.
- Travel allowance for daily commuting and weekend travel home.
- You will receive a referral bonus for successfully recommending a new colleague.
- We provide an onboarding program and mentor support right from the start.
- You will receive employee life insurance, healthcare offers, and screening programs.
- You can boost your fitness in our on-site gym and rooftop running track.
- We provide free coffee and tea in our kitchenettes for your refreshment.
- Thousands of professional and skill development resources will be available to you from our wide-

functional concepts, user stories and clear acceptance criteria.
- **Business Workshops & Stakeholder Alignment:** Plan and facilitate workshops with Sales, Digital, IT and other central and local stakeholders to clarify requirements, challenge assumptions and drive decisions.
- **Fit-Gap & Impact Analysis:** Conduct fit-gap analyses between current processes and the target OneSFA model, including functional, process, data and integration impacts.
- **End-to-End Solution Definition:** Shape the business-side solution definition and ensure requirements align with the OneSFA product strategy, process model and architecture together with Product Owners and technical teams.
- **Backlog Readiness & Delivery Support:** Ensure business requirements are ready for refinement and development, coordinate clarification of open business questions, and support delivery teams throughout implementation by facilitating business decisions and resolving requirement-related issues.
- **Business Validation:** Drive business validation of delivered functionality, including test scenarios and acceptance criteria, and support for User Acceptance Testing.
- **Data, Integration & AI Requirements:** Define business data and integration requirements and identify opportunities where automation, analytics and AI can simplify sales activities and improve decision-making.
- **Documentation & Knowledge Management:** Maintain clear and reusable documentation of business processes, requirements, decisions and business rules.
- **Continuous Improvement & Innovation:** Identify opportunities to enhance OneSFA processes, functionality and user experience based on feedback, business needs and delivery learnings.

When?

- You can join us whenever it suits you

Where?

- We work in a flexible, hybrid setup with three days from home and two days at the Telekom Campus

range digital training portfolio.

Training opportunities

- Regular internal training sessions and workshops
- English and German language learning opportunities, even with native teachers
- Access to Percipio and Coursera courses

Are you interested? Get involved!

APPLY NOW