
Schedule A: Job Description – Business Analyst \ Cloud Specialist

Department: Implementation

Reports to: CTO, Business Solutions-Resolved

Location: Toronto, Canada

Employment Type: Full-Time, Permanent

Hours: 37.5 hours per week

Overview

In this highly technical, client-facing role the Business Analyst will be responsible for supporting the design, development and execution of both custom and core platform features of client systems. With your solid experience of configuring cloud-based applications, you will be responsible for platform configuration of client systems. In this exciting role, **and as a member of the Implementation Team**, you will enjoy working with people to identify their business requirements, address usability concerns, and document solutions at all levels of project work. If you thrive in a fast-paced environment that is milestone and deadline driven while still taking pride in getting things done and delivering quality results, SmartSimple is the place for you.

Responsibilities

- Under the direction of a supervisor, provide documentation support for requirements gathering; process analysis; gap analysis; design of new functionality; and product testing.
- Interact with clients to capture and document project needs to build system configuration requirements. Determine the best approach for client systems based on the client Statement of Work (SOW) requirements.
- Seek approval for system changes/modifications prior to commencing any configuration work.
- Participate in project walkthroughs: business requirements gathering, design walkthrough, functional test plans and implementation sessions.
- Assist with performing integrated system testing when new features are applied to a client system.
- Develop periodic project progress reports.
- Manage written communications between stakeholders and internal business units.
- Manage and maintain content management and control processes and tools.
- Flag and report potential problems or out-of-scope requests from clients to the Project Manager.
- Other duties as assigned

Requirements

- A Bachelor's degree in any Technology, Engineering, Sciences, Mathematics (STEM) field or related field.
- 1 – 2 years of business analyst experience.
- Experience with application configuration within a project environment for example. Configuration of fields, creation of workflows, tweaking, implementation.
- Basic knowledge of 'Software as a Service' Solutions (SAAS) and experience of Software Development Life-cycle (SDLC).
- Basic knowledge of Java, JavaScript, HTML, XML and CSS, a definite asset.
- Ability to grasp concepts quickly with strong analytical and problem-solving skills, and attention to detail.
- Clear, concise and effective communication ability.
- Strong customer service work ethic and attention to detail.
- Exceptional time management skills.
- Occasional travel is a requirement for this position, with the ability to travel within North America is a must.
- Must be legally eligible to work in Canada.