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Description

Our multinational retail client is looking for a Business Analyst for their team. The Business Analyst is responsible for identifying eCommerce-related capabilities for the Logistics team, enabling new Omni fulfillment and enhancing eCommerce experiences. In coordination with the Product Manager, the Business Analyst will be expected to conduct business analysis activities in consultation with business-facing partners and stakeholders to enable informed, evidence-based, operational and strategic decisions.

He/She will have a deep understanding of eCommerce capabilities within Supply Chain and Logistics operational processes and applications. This position requires a combination of business acumen and communication, Business Analysis methodology, familiarity with Agile development lifecycle and practices, and multi-tasking across multiple concurrent activities.

Contract: 9 Months (with high potential of extension)

Work Location: Mississauga

Hybrid: 2 days a week

Responsibilities

- Stakeholder Alignment, conduct and/or participate in the analysis of business processes and functional requirements with stakeholders for required system enhancements and prepare appropriate documentation to communicate and validate the information. Use detailed knowledge of application features and functions to assess scope and impact of business needs.
- Translate initiative/business requirements into actionable user stories and acceptance criteria.
- Facilitate business requirements workshops based on the 'happy path' and exception scenarios for all product/flow types.
- Create JIRA Development stories with acceptance criteria for UAT testing and performance/volume testing.
- Drive Delivery, coordinate/participate in testing as needed to maintain quality & performance standards in the software solution, participate in defect/error investigations and drive resolution through internal agile teams and 3rd party partners as needed.
- Support solution deployment/roll-out
- Coordinate application pilot deployments with site Ops/QA, application Development, and application Release Mgt teams
- Assist the business with PROD validation and issue resolution
- Assist with the creation/update of the Technology Support Framework and confirmation of readiness to transition from Development to Support team
- Weekly standups with Logistics team and business partners to track progress, resolve roadblocks, and confirm approach

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Date posted
2023□6□12□

- Keep informed and aligned with US/International Product Management teams accountable for product solutions

Qualifications

- 4-6 Years of Business Analysis experience
- Experience in supply chain or warehousing or retail projects is preferred
- Proven ability to multitask and manage multiple project deadlines.
- Ability to map out complex operational processes
- Knowledge about warehouse management systems and/or eCommerce systems is an asset
- Strong written and oral communication skills, strong interpersonal skills, proactive and self-driven, must be extremely detail oriented.
- Ability to elicit cooperation from a wide variety of sources.

#msp

Job Types: Full-time, Fixed term contract
Contract length: 9 months

Work Location: In person