

https://intscanada.com/job/business-and-it-trainer/

???!T????-Business and IT Trainer

Description

Benefits

Pulled from the full job description

- · Dental care
- Employee assistance program
- Flexible schedule
- Life insurance
- · Paid time off
- Vision care

Hiring organization

INTS Consulting ???????????

Date posted 2023|7|8|7|29|7|

We're looking for a talented Business and IT Trainer. Are you looking to be part of a true Canadian success story?

Are you someone who is committed to innovation, has a passion for researching, is a clear communicator and has a knack for weeding through the noise to get to the root of a problem? Do you thrive in a fast-paced, dynamic team environment? CMI Financial Group (CMI) is looking a Business Analyst to join our growing team. It's an exciting opportunity to be a part of a true Canadian success story. Help us write our next chapter! Join our winning team at CMI, Canada's premier private mortgage lender.

About CMI

Founded in 2005 as a family-owned mortgage brokerage, CMI Financial Group has grown to become a multi-faceted and award-winning leader in the Canadian non-bank financial services market. Comprised of four distinct brands – CMI Canadian Mortgages Inc., CMI Mortgage Investments, CMI MIC Funds and CMI Mortgage Servicing – CMI Financial Group has become one of Canada's fastest-growing companies and a leader in private mortgage lending and mortgage investment solutions. Named to the Globe and Mail's prestigious ranking of **Canada's Top Growing Companies** in 2020 and 2021, we have funded more than \$1 billion in mortgage financing and grown to become Canada's largest private lender by new originations. CMI is also one of Canada's largest private mortgage investment firms with more than \$600 million in assets under management.

At CMI, we're driven by a collective desire to revolutionize our industry by providing borrowers, investors, and the mortgage brokerage community with improved access to private capital. Our mission is to shape the private mortgage lending market by delivering innovative products and exceptional service through an unwavering commitment to our core values: Integrity. Excellence. Results. Recently named a **5-Star Mortgage Employer**, our workplace culture thrives on the values of collaboration and open communication. The growth of our company – and the development of our employees individually – is driven by a collective focus on the value of teamwork.

Opportunity Summary

Reporting into the head of Quality Control and Quality Analytics the Business and IT Trainer will be primarily responsible for ensuring that newly developed IT features, enhancements and bug fixes achieve their intended benefits by developing communications, training strategies and tools to keep users well versed in system changes.

Responsibilities

- Support each business unit with training, user guides, manuals, procedures and job aids
- Work with department heads or SMEs to manage revisions to procedures and/or policies in accordance with changes being implemented
- Identify areas of training deficit via incidence reporting through the IT Triage board or interaction with users directly
- Quickly obtain a deep understanding of business processes to uncover areas of improvement and create efficiency in processes
- Collaborate with Business Analysts on pending projects to develop a deep understanding of the requirements and expected outcomes
- Applying knowledge and understanding of business processes, represent business users in testing scenarios and identify design gaps in projects
- Conduct webinars and one-on-one sessions to disseminate information
- Develop an overall continuous learning strategy to help users stay up to date and confident in the system
- Monitor the IT incident boards to collect and analyze data in order to evaluate effectiveness
- Balance the depth of changes being implemented with the demands of the training to avoid time wastage
- Apply various learning modalities, specifically for remote environments, and adapt to users' strengths in order to achieve learning objectives
- Find ways to creatively connect the learning material to the users so that they achieve quick and thorough understanding

Qualifications

- Bachelor's in appropriate field of study or equivalent work experience
- 7+ years of proven experience in an analytics and process development capacity
- Proven analytical and research abilities with excellent data visualization skills
- · Excellent communication skills with the ability to translate data into insights
- Strong understanding of data-originated solutions
- Competency in user experience, journey mapping, workflow creation
- Skills in Microsoft Suite products: Excel, Word, SharePoint, Teams, Visio, Project, Outlook, etc.
- · SQL knowledge, experience with MySQL strongly preferred

- · Technical writing skills are strongly preferred
- Experience with customer service, CSR training, mortgage originations, lending, insurance, or some other kinds of business which has a clearly defined, multi-step process flow with many variables

Please submit your application using the apply button. Applications will be reviewed on an ongoing basis and the position will remain open until it is filled. We thank all applicants for their applications, however, only those selected for an interview will be contacted.

At CMI Financial Group, we are on a mission to continue to shape the private mortgage lending market by delivering innovative products and exceptional service through our unwavering commitment to our core values: Integrity. Excellence. Results. We are driven by a collective focus on the value of teamwork, as such, we ask for your help in continuing to diversify our viewpoints by encouraging applications from all individuals, including but not limited to women, persons with disabilities, racialized persons/visible minorities, and Indigenous peoples.

If you require accommodation at any point throughout the recruitment process, please contact a member of the HR team through email at hr [at] thecmigroup [dot] ca or by phoning the recruitment lead for this position directly at – 1-888-465-1432 ext. 784. Please only use this number for accommodation requests.

Kindly note that our office operates remotely, therefore all interviews are conducted either by phone or a video conferencing platform.

Job Types: Full-time, Permanent

Salary: \$75,000.00-\$85,000.00 per year

Benefits:

- · Dental care
- Employee assistance program
- · Flexible schedule
- Life insurance
- Paid time off
- · Vision care

Schedule:

- 8 hour shift
- Monday to Friday

Ability to commute/relocate:

 Mississauga, ON L4W 5K4: reliably commute or plan to relocate before starting work (required)

Education:

• Bachelor's Degree (required)

Work Location: In person

Application deadline: 2023-08-30 Expected start date: 2023-09-05