



https://intscanada.com/job/business-system-analyst/

## Business System Analyst

### Description

Who are we?

GoCo is a next-generation managed service provider that offers robust and flexible business communication technology like Unified Communications, Managed Networks, and Network Security to its customers.

We are a group of experienced technology entrepreneurs from different backgrounds uniting their strengths and expertise to help businesses connect with their customers and the world. We are united in our belief that there is a better way to deliver simple, scalable solutions with speed. We have the scale and resources to bring our vision to life, but also the agility to flex to the needs of our customers along the way.

We are on a journey to assemble multiple industry-leading players into the most agile and efficient provider in the Canadian market. Please consult our landing page to find out who we are.

[Connect. Collaborate.](#)

### Hiring organization

INTS Consulting

### Date posted

2023 5 26

Job Description:

Position Summary

Reporting to the Manager, Business Systems Development, the **Business System Analyst** will take primary responsibility for front-line incident support, Business Process analysis, project co-ordination and maintenance of Business Systems

Responsibilities

- Provide the first level of support and manage incidents by organizing, resolving, and track incidents.
- Support and co-ordinate with internal developers in resolving incidents and prepare incident reports for the Incident review meetings.

- Provide project co-ordination support by organize meetings, project tasks, and keep up-to date status on each project and prepare monthly project summary report.
- Engage in business process mapping and analyze the gaps/alignment with the systems process.
- Document and provide support for internal team on technical procedures, workflow, systems, and data integrity management.
- Analyze and reconcile data and provide support on data management such as file imports/exports, ad-hoc query, report/dashboard generation etc.
- Manage systems change control process and release management with appropriate stakeholder communication.
  
- Develop training materials and procedures, and/or train users in the proper use of Business Applications.
- Provide support on Business System maintenance, software upgrades, new service installations, and third-party activities.
- Provide support on Business System compliance process, Follow ITIL/Service Management procedures and License compliance auditing/reporting.

#### Education and Experience

- A university degree or college diploma in Computer Science or related field of study.
- 2- 3 years of work experience in business systems analysis and/or business process analysis
- Prior experience with any service desk ticketing system and project co-ordination is an asset.

#### Skills Required

- Proven ability to quickly learn and understand business processes, applications, and technologies.
- Excellent organizational, strong analytical with problem-solving skills and customer service orientation.
- Excellent communication skills, both verbal and written.
- Able to multi-task and prioritize work effectively.
- Ability to establish and maintain effective working relationships with internal team members, business stakeholders, and external partners.
- Knowledge of operating systems, office software, enterprise software, and server systems
- Excellent knowledge of Microsoft Excel and ability to manage projects using project management tools.

#### **Training/Certification:**

- Advanced Microsoft Excel/office certification
- Business analysis and/or data analysis and/or Project management

*NOTE: The health and safety of our team, customers and communities is paramount to GoCo. Accordingly, we require anyone joining our team to be fully vaccinated for COVID-19.*

- Please note that the selected candidate is required to successfully complete a background check.

Only candidates residing in Canada and in possession of the necessary status or valid work permit will be considered.

We thank all applicants for their interest, however, only applicants selected for an interview will be contacted.

#### Accessibility

GoCo is proud to foster an inclusive culture that embraces diversity. We are committed to fair employment practices and all qualified applicants will receive consideration for employment.

We offer accommodation for applicants with disabilities, as required, during the recruitment process.