

Business Analyst



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 29, 2024

Published : Jun 29, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Company Description

At Freedom, we're proud to be leaders in a movement that brings affordable wireless services to Canadians – we're always on the lookout for go-getters that are committed to disrupt the status quo.

Does that sound like you? We'd love to meet you.

Job Description

Are you passionate about process and procedural creation and improvements? Our team is currently seeking a Business Analyst to join us. The Freedom Mobile Operational Readiness & New Product Introduction team is responsible for the successful operationalization of new products and processes for internal Business teams with communication, training and documentation.

Business Analyst (I, II, III) must be a confident self-starter with the ability to support teams to manage multiple priorities and competing deadlines. Working closely with our business partners, product marketing, product development, within and outside Freedom Mobile internal teams and other groups, you will support the coordinating efforts of products and processes for Freedom Mobile. As a member of the team, your role is responsible for assessing and implementing the right business processes across the country and applying best BA business practices to modernize these processes. Business Analyst should understand organizational change management, process mapping, BPMA basics, planning, schedule management, critical path items, communications and training tactics, and can lead within the project assigned.

Key Accountabilities

- Focused on medium to large level project delivery as part of a team
- Responsible for conducting in-depth analysis of systems, user experience, dependencies and risks to current and new process
- Facilitate meetings and fact-finding sessions including formal capture and verification of business requirements, actions, decisions and issues.
- Apply process improvement techniques to re-engineer current operational processes to meet the evolving needs of the organization
- Identify and support prioritization of systems or procedural changes needed to support the operational processes
- Prepare and build presentations and business requirements (BRD) with a critical eye on details around process and procedural
- Documenting and following up on important actions and decisions from meetings
- Collaborate with UAT Specialists to ensure the implemented solution/change meet business requirements and keep the business stakeholders updated.
- Exercise excellent judgement in analysis and preparation of information for various levels of leadership
- Liaise and interface and manage correspondence between teams
- Communication and training, if project requires
- Investigate and document business rules and practices
- Support enterprise projects (NPI) and business objectives
- Chance of leading continuous improvement projects, if needed
- Ensure warranty items are resolved to stakeholders' expectations

Qualifications

- 3 – 5 years business analysis or project delivery with 2 – 5 years telecommunications.
- Bachelor's degree in business, IT, or a combination of relevant experience and post-secondary education.
- Working towards the completion of BA certification is preferred.
- Certification of competency in Business Analysis (CCBA) or Certified Business Analysis Professional (CBAP) would be considered an asset.
- Fully proficient in business analysis practice for project delivery would be considered an asset.
- Good understanding of business and process analysis approaches and techniques, and demonstrates the ability to execute basic approaches and techniques.
- Hands-on experience in User Acceptance Testing (UAT) or Business Readiness Testing (BRT) is required.
- Strong written and verbal communication skills.
- Ability to perform effectively under tight deadlines with multiple priorities in a fast-paced and dynamic environment.
- Detail oriented.
- Ability to partner with both technical and non-technical staff.
- Strong client/user interaction skills to elicit requirements.
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Additional Information

- Take advantage of a **customizable health & dental benefits program** and opportunities for **company-matched pension** (according to position).
- Promote your health with the **wellness program**, which focuses on physical, psychological, financial, and social health.
- Benefit from the **Employee Assistance Program** for you and your family, including Virtual Healthcare.
- Participate in **projects that make an impact** and take on challenges that will allow you to surpass yourself.
- Develop your full potential and **imagine what you can become within Quebecor's family** through our various career opportunities. #Li-NA1

Check out our Activity Report for an overview of the projects to which you could contribute !

We value your uniqueness !

We are committed to creating and maintaining an accessible, equitable and inclusive workplace that reflects the diversity of the community to which we belong. We strive to provide a work environment where each individual is valued and respected for who they are and can realize their full potential. We're eager to discover all the qualities that make you unique!

We are happy to make accommodations to promote accessibility upon request. If you need an accommodation at any stage of the process, please don't hesitate to let us know when you first contact us.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
