Business Analyst

Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 03, 2024
Published : Jul 03, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Case IQ helps companies protect their employees, culture, and business through world-class software for uncovering, investigating, and preventing fraud, ethics, harassment, discrimination, and security incidents. We're proud to count a roster of Fortune 500 companies among our customers, which have relied on Case IQ for managing millions of cases over the past 20 years and helping mitigate billions of dollars in financial and brand risk.

We're looking for a **Business Analyst** to join our **Support Team**! You'll be responsible to manage change requests for existing customers wishing to make improvements to their current software applications and seeking to drive new opportunities to enhance our software.

In this role (remote-first), you will be responsible for managing change requests from assignment to successful delivery while ensuring customer satisfaction. You are front-line with the customer and are expected to coordinate and lead all aspects of the delivery. This is a hands-on role where the ability to understand subtleties of customer and employee needs along with detailed knowledge of the software delivery cycle are essential to succeed. This role continuously develops customer relationships that promote retention and loyalty.

What You'll Do
• Working with customers, partners and team members through requirements analysis, design, development, deployment and operation phases
• Documentation of project plans, requirements and acceptance criteria, write user stories, prepare test plans
• Direct engagement of the customer communication throughout the CR lifecycle: initiating and running meetings, managing timelines, providing updates, and demos
• Primary point of contact for the customer through the Change Request lifecycle
• Controlling scope and identifying where other support paths are appropriate for the customer
• Coordinating and communicating with development resources to prioritize stories, manage development timelines and deployment
• Ensuring that project costs are tracked accurately through proper time reporting practices
• Managing project close-out process (billing, lessons learned, etc.)
• Manage multiple change requests simultaneously with focus on achieving on time delivery, setting priorities appropriately in order to manage project schedules
• Fostering teamwork and building a positive and professional work environment
• Mentoring team members, offering encouragement, advice and feedback as required
• Help to implement a feedback mechanism to gather regular feedback from customers and analyze customer data to identify software improvements that result in Change Requests
• Focused on educating our customers on the flexibility and potential of our software to help encourage continued usage of our product
• Works closely with the Development Team Lead and Director of Customer Care to manage and schedule Team Resourcing
• Keeping leadership informed on project status, challenges and new opportunities
• Building customer confidence to attain reference-able customers
• Working with and supporting other teams in any capacity to further Case IQ's interests. This includes other Implementation Teams, Infrastructure, Sales and Marketing, Support and Platform.

Who We're Looking For
• Proven Enterprise level Project Management
• Demonstrated enterprise Business Analyst work
• Exemplary time management skills
• Strong customer relationship skills, willing to own a problem to resolution
• Ability to speak to and own an agenda with executive level customers
• A self-motivated team player who is strategic in nature but with a proven ability to be tactical when required to ensure timelines are met
• A passion to approach a negative customer experience and turn it into a customer win
• Very strong interpersonal skills and ability to lead others and get results without authority using influence, negotiation and strong relationship building skills
• Change Management experience
• Highly organized and excellent communicator both orally and in writing
• High emotional intelligence with an ability to maintain grace under pressure
• Ability to demonstrate empathy with a resolution focused mindset
• Proficient in Microsoft Office Suite, Excel and PowerPoint and Project (or other project management applications)
• Familiarity with Monday an asset
• Technical aptitude and proven ability to learn new software products
• Knowledge of technologies such as, IT networking, internet technologies, web servers and XML, Java
• Experience with CRM solutions such as Salesforce
• JIRA experience would be an asset

Perks and Benefits
• Work remotely within a flexible work environment (our team spans the US and Canada)
• Competitive company-paid benefits plan starting day 1!
• Generous professional development budget
• RRSP/ 401k matching program and company stock options
• Half-day Fridays in the summer
Selected candidates will be contacted through BambooHR (please check your junk mail).
Case IQ is an equal opportunity employer. All qualified applicants are given consideration regardless of race, religion, color, gender, sex, age, sexual orientation, gender identity, national origin, marital status, citizenship status, disability, veteran status, or any other protected class as provided in applicable employment laws. If you have a disability or special need that requires accommodation, please contact us at hr@caseiq.com.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits