

Business Analyst



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 05, 2024

Published : Jun 05, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

THE COMPANY

Versaterm Public Safety is an Ottawa-based vertical market software company that has been in business for over 45 years. We provide industry-leading products in mission-critical areas for Police, Fire and EMS agencies across North America and the Caribbean.

Versaterm's FivePoint Solutions focused on delivering solutions to state and local agencies, primarily courts and law enforcement. We are the leading provider of Pre-trial Services, Case Management, School Safety, Data Exchange, and Records Management services to governments.

We are uniquely positioned in the marketplace with vast experience streamlining data entry; importing, organizing & managing documents; increasing workflow & efficiency through automation; designing agency-defined customized dashboards & workflows; connecting officers, investigators and prosecutors through one portal; and facilitating data exchange between disparate systems to over 30 RMS, CAD, and JMS vendor systems. Our solutions focus on the delivery of services and solutions including law enforcement, school safety solutions, court solutions, and document management systems.

Please note that candidates for this role need to be available to work from our Ottawa, Ontario location at least 3 days/week.

THE ROLE

We are seeking a **Business Analyst** with experience facilitating both customer facing and internal deployment projects. The successful candidate will be comfortable operating in a startup type environment, showing ownership and drive to achieve customer and company software configuration and training objectives. The candidate will establish product configuration requirements for software development working jointly with the customer and internal project teams. Additionally, the candidate will be a facilitator for both virtual and onsite client training sessions.

THE IDEAL CANDIDATE

The ideal candidate must be effective at prioritizing workload, balancing demands from multiple projects and ongoing prioritization of goals and objectives, as well as skilled at problem solving and expectation management. The candidate will be capable of guiding client teams through process evaluations and product requirement discussions. The candidate will be experienced in documentation, training, communicating, and assisting customer and internal teams with communications and processes.

THE ROLE REQUIREMENTS

- 5+ years gathering requirements (preferably in public safety software)
- Knowledgeable and experienced in project deployment, technical support and customer service
- Highly effective communicator and organization/documentation skills
- Bachelor's Degree preferred.
- Experienced with Project Management tools and processes
- Experienced documenting processes
- courts administration experience would be an asset

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
