

Business Systems Analyst



Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 29, 2024
Published : Sep 29, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Are you looking for an opportunity to apply your skills and talent to spark both innovation and positive social change? Symend is a rapidly growing fintech company that combines behavioral science with advanced AI, data, and analytics capabilities to enable companies to engage at-risk customers more effectively and humanely. By creating better ways to approach individuals with empathy and dignity at the time when they need it most, Symend's employees are helping to transform the science of customer engagement and improve lives in North America and around the world.

The Opportunity

The Business System Analyst ensures that clients who purchase Professional Services from Symend receive valuable and tailored service, delivered using the company's approved tools, primarily via the Conscious Engagement platform. Consistency is key, ensuring that clients feel well-served by Symend regardless of the individual they interact with. The focus is on delivering efficient and effective service, making it profitable for Symend while maintaining high standards of client satisfaction and reinforcing Symend's reputation for reliable professional services.

What You'll Be Doing

- Integrations:
 - During onboarding or change requests, engaging with Client's technical teams to educate them on technical facets of our solution's integrations, to learn about their integration limitations or challenges, and to identify & resolve gaps in integration capabilities.
- Solution Design:
 - Become intimately familiar with Symend's Conscious Engagement framework and guiding principles based on Behavioral Sciences.
 - During onboarding or change requests, use the Conscious Engagement framework and your knowledge of the Conscious Engagement platform's capabilities and limitations to co-design a solution with 1-2 partners (usually the CSM and another member of the Professional Services team).
 - Facilitate client-facing discussions of complex technical topics in a way that an audience of varying levels technical knowledge can grasp the concepts by using diagrams, compelling stories, relatable examples, reasonable analogies.
 - Understand the drivers for the solution needs and the measures of success.
 - Use the established documentation patterns to clearly document all aspects of the planned solution.
 - Apply principles of Separation of concern, MVP, low-hanging fruit, least privilege, traceability, sustainability, and repeatability to your designs.
- Solution Implementation:
 - Participate in the implementation of the solution in Symend's platform, including SQL coding for specified data transformations (using the established SDLC process).
 - Participate in peer reviews and audits for solutions that your peers have constructed.
 - Participate in crafting and executing test scenarios for UAT validation before the solution goes live.
- Solution Measurements:
 - Participate in the various forms of analysis required to determine if the solution is successful, to what extent, and yielding what value to the client.
 - Participate in building or improving reports built either in Looker (being deprecated), Sisense (being introduced for standard and custom reports) or Power BI (for Symend internal reporting).
- Apply robust documentation practices to ensure sustainability and consistency across the organization.
- Think through the 2nd-order and 3rd-order effects of a design or solution and consider ways it can be built as generically as possible, otherwise we cannot be a scalable organization.
- Recommend improvements to the department's overall service delivery, including but not limited to Service Quality (value delivered) and Service Efficiency (consistency, repeatability, and/or automation).
- Recommend improvements to the Conscious Engagement product via department management.
- Participate in the rotation of client monitoring, which includes weekday and weekend monitoring of client solutions to make sure daily operations proceeds without incident. Currently this is a manual process, but work is underway to automate the process so that alerts and escalations are automated.
- When allocated, participate in pre-sales technical conversations.
- When allocated, participate in product improvement exercises.
- When allocated, participate in special projects that could span any intersection of data analysis, report writing, data science, behavioral science and software and automation engineering.

What You'll Need

Education:

- Post-Secondary Degree, preferably in Computer Science, Mathematics, Statistics, Business Administration/Finance or Information Systems.
- Relevant / extensive hands-on experience working with data analysis

Experience:

- 5+ years' experience in a Business Systems Analysis practice, preferably in a consulting environment delivering to enterprise clients:
 - Data analytics or report development
 - Business analysis with technical strength
 - Software engineer with client interactions
 - Solution engineer or solution architect for a cloud-based product
- 3+ years wrangling data using any 3 of the following:
 - Advanced SQL queries
 - Python
 - Excel
 - Power BI, Tableau, Looker, Sigma, Sisense or any other data visualization tool
- Experience working with Snowflake database is considered an asset.
- Experience working with or in the industries of Telecoms or Financial Institutions is considered an asset.
- Experience working with or in the departments of Marketing, Collections or Retention is considered an asset.

Key Competencies and Skills:

- Excellent listening, interpersonal, written communication, and oral communication skills.
- Critical thinking and problem-solving skills.
- Ability to effectively prioritize and execute tasks while under pressure.
- A desire to keep current with latest trends in technology and industry knowledge.
- High self-motivation and can take initiative.
- High attention to detail.
- Excellent understanding of software development lifecycle concepts.
- Effective in a small, multi-disciplined, fast-paced team environment.

Don't meet every single requirement? At Symend we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.

Why Symend?

We could tell you all about our competitive compensation, flexible work environment, social Fridays, and awesome team events, but working at Symend is so much more than that! Working at Symend means being part of a driven and collaborative team that values trust, accountability and continuous learning. We work hard, but always make time for fun! You get the chance to do work that matters on a product that truly changes lives!

About Symend

At Symend, we believe that all customers should be treated with empathy and dignity. That's why we leverage our deep understanding of consumer behavior to create personalized interactions that better engage and empower customers at all points of the customer journey. Our digital engagement platform uses behavioral science, data science and advanced analytics to help our clients build stronger relationships with their customers. Symend: The science of engagement.™

Symend's relationship-based approach keeps enterprises attuned to the changing needs of their customers and empowers them to take action. This increases customer satisfaction, lowers operating costs, and helps resolve past due bills before reaching collections.

Founded in 2016, Symend's platform is purpose built to serve complex global enterprises in telecommunications, financial services, utilities and media. Symend is headquartered in Calgary and privately held, with global operations across Canada, the United States and Latin America.

Symend: The science of engagement.™

Symend's Privacy Policy

By submitting your application, you agree that we may use your personal information in accordance with our [privacy policy](#). All positions require background screening. This will include criminal and education checks to comply with regulations.

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
