

## CRM Functional Analyst



Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Aug 18, 2024  
Published : Jul 18, 2024  
Employment Status : Hybrid  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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StarTech.com is currently looking for a CRM Functional Analyst to join our Customer Insights & Analytics team, reporting to the CRM Solutions Architect, you will play a pivotal role in transforming our enterprise-wide information systems with Microsoft D365 CRM. In this key position, you'll leverage your functional and system expertise to support the implementation, enhancement, and seamless integration of our mission-critical systems. You'll collaborate closely with business units to map and document both existing and new cross-functional processes, ensuring our systems evolve to meet ever-changing demands.

As a CRM Functional Analyst, you'll be the vital link between functional and technical teams, translating business needs into actionable technical requirements. Your role will involve recommending new functionalities, facilitating upgrades, executing system modifications, and providing day-to-day support including problem analysis, issue tracking, testing, and resolution.

### **What you will be responsible for:**

#### **• Business Requirement Elicitation:**

- Eliciting and defining business requirements as related to Enterprise Systems using pre-defined tools.
- Conducting reviews with and getting approval from functional users of documented requirements to ensure cross functional understanding and alignment.
- Ensuring business value is clearly understood and documented.
- Adapting requirements into functional requirements as provided by the business
- Helping the technical leads to document, design and implement solutions for the integrations
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#### **• Solution Implementation:**

- Collaborating with IT and Business staff to recommend and develop solutions for identified business requirements and needs.
- Providing standard system options via configuration or functionality enablement to fulfill identified business requirements.
- Working with third party system providers to provide standard system solution options when necessary.
- Serving as a liaison between technical and functional staff to recommend, develop, and test changes or modifications to introduce newly delivered functionality.
- Ensuring that requirements documentation can be easily translated into UAT (user acceptance training)/functional test plans.
- Coordinating and collaborating with technical and functional staff to find solutions to problems identified in testing, resolve issues during systems upgrades.
- Assisting functional users with the creation of training plans for their team

#### **• Ongoing Process and System Support:**

- Developing, documenting, and maintaining complete understanding of all Enterprise Systems configurations for functional areas.
- Updating business processes and workflows in the systems as required.
- Taking ownership for the resolution of issues with implemented functionality in conjunction with the functional users.

### **Essential Qualifications:**

- College Diploma or University Degree in a business function is required.
- Minimum of 2 years' experience as an Analyst or Business Analyst.
- Minimum of 1-2 years of implementation / support experience with Microsoft D365 CRM.
- Experience working with Customer Service and Power Platform.
- Ability to configure D365 CRM (Customer Engagement, Marketing, Omni-channel, Sales)
- Experience using JIRA.
- Ability to quickly develop excellent working relationships with stakeholders and business professionals at all levels.
- Strong analytical skills coupled with a questioning & creative approach to problem solving.
- Exceptional communication and facilitation skills.
- Proven analytical and problem-solving abilities, with keen attention to detail.
- Excellent organization, project, and time management skills.
- Exceptional interpersonal skills and effectiveness.
- Ability to prioritize and execute tasks in a high-pressure environment.

### **Benefits & Perks:**

- Comprehensive Benefit Plan and RRSP Matching
- Competitive Vacation Policy
- Fitness Subsidy
- Training and Development Program
- Paid Charity Day and Regular Company Fun Events
- Casual Dress Code – Jeans are allowed!
- com Product Discount
- Bonus Plan

### **About us**

We are in the business of human-centered experiences starting with yours. We believe delivering on our promise of "hard-to-find, made easy" begins with an employee experience founded in opportunity, teamwork, empowerment, and curious minds always asking what if. Not only does our commitment to the exceptional deepen relationships with our partners and customers, it also ignites connection within our team. Born and raised in London, Ontario, Canada and now taking on the world, we are a vibrant and growing tech company with a proven track-record of success. StarTech.com makes it easy for IT professionals around the globe to identify, find, get and use the hard-to-find connectivity parts they need to enable and enhance their technology solutions.

Operating in 26 countries globally, we are proud to be included as one of Canada's Best Managed Companies for 2023 and for the 13th consecutive year. In 2022, StarTech.com was proud to be included in Financial Post's FP500, a ranking of Canada's largest corporations based on revenue. We are honoured to be named by Kincentric in 2019 as one of Canada's "Best Employers" as well as "one of Canada's fastest growing companies" for a ninth year in a row by "Profit 500".

StarTech.com is an **Equal Opportunity Employer**. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, StarTech.com will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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