

**Customer Success Operations
Analyst**



Phone :
Web :

Job Summary

Vacancy :

Deadline : Nov 09, 2024

Published : Oct 09, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

As a Business Systems Analyst on the Revenue Operations team, you will be responsible for using your knowledge of business processes to gather and evaluate user needs, ensuring the creation of comprehensive solutions that align with team and company objectives. This position requires a deep understanding of the overall Customer Success business model and processes, alongside technical proficiency in CRM design and development best practices. A proficient Analyst will excel in gathering requirements within the broader business context and applying them effectively to deliver business solutions. The Analyst will collaborate with technical and cross-functional business teams to implement improvements, manage projects, and resolve issues. Success in this role hinges on a blend of analytical, technical, business acumen, and strong communication skills.

Responsibilities:

- Collaborate closely with business partners to manage Docebo's Customer Success system/platform.
- Provide operational support for resolving issues with the Customer Success system/platform in production.
- Take ownership of end-to-end delivery for improvements to the Customer Success system/platform, including documenting user stories, presenting solution designs, configuring, testing, and deploying changes into production.
- Contribute actively as a key team member in designing, developing, testing, and launching enhancements and projects on the Customer Success system/platform.
- Evaluate new requests and establish realistic delivery timelines in collaboration with business partners.
- Participate in cross-functional projects that involve integrating the Customer Success platform with other business systems.
- Drive the evolution of the delivery process for Business Systems, adapting to policy and process changes in a dynamic environment.
- Develop detailed project plans to monitor and manage progress effectively.
- Provide regular updates on project status to stakeholders.

Requirements:

- Bachelor's degree (or equivalent), in a related field is required.
- 3+ years in a similar role; sales, operations, systems analysis, or information technologies
- Quantitative and general problem-solving skills; superior critical thinking.
- Strong technical and analytical skills with an ability to adapt to new technologies
- Experience with integrating key revenue tools like Totango, Qualtrics, Zendesk, Mavenlink etc with Salesforce
- Experience with building and maintaining managed and unmanaged integration packages with Salesforce and Totango
- Comfortable with ambiguity associated with a fast-moving business and international environment.
- Ability to manage competing demands
- Strong data modeling skills
- Impeccable time management and organizational skills.
- Strong written and verbal communication skills.
- Experience within a SaaS environment

Preferred Requirements:

- Familiarity with CRMs and similar tools is a plus.
- Knowledge of the LMS industry and its surrounding will be a plus

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
