

## Senior Business Analyst

Phone :

Web :

### Job Summary

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Vacancy :

Deadline : Jul 11, 2024

Published : Jun 11, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :



## Job Description

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### We're Hiring!

We're looking for brilliant thinkers to join our #Rocketeers. If you've ever wondered what it's like to work in a place where people enjoy their work and where talent is more important than the title, then keep reading.

### What is ScalePad?

ScalePad is a market-leading software-as-a-service (SaaS) company with headquarters in 3 major cities of Canada; Vancouver, Toronto and Montreal. However, we are proud to say our employee reach is now global so we can best serve our partners all over the world.

Our success is no accident: ScalePad provides MSPs of every size with the knowledge, technology, and community they need to deliver increased client value while navigating the continuously changing terrain of the IT landscape. With a suite of integrated products that automate and standardize MSP's operations, analyze and uncover new opportunities, and expand value to clients, ScalePad is equipping the MSP adventure.

ScalePad has received awards such as MSP Today's Product of the Year, G2's 2024 Fastest Growing Product, and 2024 Best IT Management Product. In 2023, it was named a Best Workplace in Canada by Great Place to Work™. ScalePad is a privately held company serving over 12,000 MSPs across the globe.

You can contribute to our innovation and appreciate how your work is helping take this company to a higher level of operational maturity. More on that [here](#).

Your mission should you choose to accept it.

Your mission as a Senior Business Analyst at ScalePad is to lead the charge in leveraging data-driven insights to propel our company's operational excellence and global impact. In this pivotal role, you'll harness your expertise in data analysis and business intelligence to craft strategic reporting strategies that empower our worldwide network of MSPs. Collaborating seamlessly across departments and harnessing advanced reporting tools, you'll unlock actionable insights that drive innovation and continuous improvement. Your unwavering commitment to data governance and quality assurance ensures the reliability of our award-winning products, while your focus on process optimization fuels efficiency and drives growth. Together, we'll redefine the boundaries of the MSP landscape and deliver unparalleled value to our partners across the globe.

### Responsibilities.

- Analyze business data, KPIs, and trends to identify discrepancies and recommend adjustments for accuracy and relevance.
- Collaborate with the data team to ensure integration, consistency, and reliability of business data, enforcing robust integrity processes.
- Develop and maintain dashboards and reports to monitor business performance, presenting findings and strategies to stakeholders.
- Conduct comprehensive data analysis across marketing, sales, and success functions to provide actionable insights.
- Lead ad-hoc analysis projects to drive continuous improvement in data-driven decision-making.
- Act as a liaison between business users and technical teams to translate needs into reporting solutions.
- Utilize advanced reporting tools such as HubSpot, DataBricks, and Power BI for insightful data extraction.
- Deliver training programs to enhance team proficiency in reporting tools and data interpretation.
- Implement data governance policies and perform quality checks to ensure accuracy and integrity.
- Identify opportunities to streamline reporting processes and optimize business operations.

### Qualifications.

- 3-5 years of experience as a Business Analyst, with a track record of conducting data analysis and providing insights to drive business decisions.
- Familiarity with business applications such as Calendly, Asana, and LinkedIn Sales Navigator, as well as experience in integrating one business app to another
- Experience in CRM systems like HubSpot
- Ideally experience in data analysis tools (e.g., SQL, Excel, Power BI, Tableau).
- Familiarity with data warehousing, data mining, and data validation techniques
- Demonstrated ability to collaborate effectively with cross-functional teams and communicate complex data findings to stakeholders at all levels of the organization.
- Strong analytical and problem-solving skills, with the ability to interpret data, identify trends, and make data-driven recommendations.
- Meticulous attention to detail and a commitment to ensuring data accuracy and integrity in all analysis and reporting activities.
- A proactive mindset towards process optimization and a passion for driving continuous improvement initiatives within the organization.

### Perks, Perks, Perks.

- Mentorships by industry veterans with a 100% track record of industry success in funding and scaling software companies creates endless career opportunities
- Training and professional development budget provided to help advance your career and skills (available every year to every employee)
- World-class offices and facilities in downtown Vancouver, Toronto and Montreal, for locals seeking a hybrid experience
- Brand new, top-of-the-line hardware, and equipment providing an ideal working environment either at home or in the office
- A top of the line benefits package
- Monthly stipend to assist with creating the best hybrid work experience.
- Unlimited flex-time policy
- Employee Stock Options
- RRSP matching

### Work-life balance.

We love our #Rocketeers! We value their work and recognize that to be a great #Rocketeer you have to have a work-life balance. Our teams work on a hybrid model. This may mean working in one of our hub offices a few set days a week with your team or working remotely, whichever is deemed most beneficial for the success of the employee and specified role. Our goal is to provide the best work-life balance, whether that is in the office or at home. Even while working remotely our teams are dedicated to staying connected throughout the day, so there is never a dull moment and you still feel part of the community, no matter where you are working from.

Dream jobs don't knock on your door every day.

ScalePad is not your typical software company. When we hire you, we aren't just offering you a job, but rather we are committing to investing in both you and your long-term career. You'll help shape how this modern SaaS company operates and make a genuine impact on the future of our people, product, and partners.

We invite all qualified candidates to apply. Please note, you must be eligible to work in Canada to be considered for this role. We thank you for your interest. However, only successful applicants will be contacted.

At ScalePad, we believe in the power of Diversity, Equity, Inclusion, and Belonging (DEIB) to drive innovation, collaboration, and success. We are committed to fostering a workplace where every individual's unique experiences and perspectives are valued, and where employees from all backgrounds can thrive. Our dedication to DEIB is woven into the fabric of our culture, guiding our actions and decisions as we build a stronger and more inclusive future together. Join us and be part of a team that celebrates differences, embraces fairness, and ensures that everyone has an equal opportunity to contribute and grow. Together, we're creating an environment where diverse voices are not only heard but also amplified, where everyone feels valued, and where we can all achieve our full potential.

**Please no recruiters or phone calls.**

**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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