Technical Analyst II

Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 06, 2024
Published : Jul 06, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Meet Benevity

The world's coolest companies (and their employees) use Benevity's technology to take social action on the issues they care about. Through giving, volunteering, grantmaking, employee resource groups and micro-actions, we help most of the Fortune 100 brands build better cultures and use their power for good. We're also one of the first B Corporations in Canada, meaning we're as committed to purpose as we are to profits. We have people working all over the world, including Canada, Spain, Switzerland, United Kingdom, the United States and more!

The CS Professional Services groups are an integral part of the Benevity ecosystem, and are laser-focused on elevating and enriching the experience we provide to our new and existing global client base. We have an unwavering commitment to create positive change through our 'Goodness Ecosystem', and to help amazing companies create meaningful impact.

To support our goal of creating amazing experiences for our clients and other team members, we are seeking a Client Technical Analyst with excellent problem-solving skills, to help new and existing clients optimize the use of Benevity's applications. This individual will be an excellent communicator, capable of supporting and providing recommendations on the technical options available to both clients and internal stakeholders. The ideal candidate in this role will have working experience in a client-facing technical role, preferably in a high-paced SaaS environment.

What you'll do:

• Think outside the usual boundaries of support and get creative to tailor client programs and stakeholder requirements for optimal results
• Configure Benevity's technical components to align with client requirements, including but not limited to SFTP, SSO, ETLs, and XML. We provide comprehensive support, including autonomous after-hours assistance, timely status updates, and access to expert technical service throughout the client journey
• Partner with Engineering and Client Success teams as primary escalation point for investigating file transfer, SSO and data manipulation for prompt response to incidents and escalations for timely and successful resolution
• Identify any one-off business rules or functional requirements for identified projects that may require additional investigation, planning and testing
• Support our clients and internal teams with integrations and API solutions
• Expert participation on new product releases and impactful business process changes; responsible for learning how to configure new features and updating technical support documentation
• Act as a specialized configuration resource for project status meetings with clients, sponsors and stakeholders as required
• Assist in development of methodologies and processes to improve the team's ability to deliver, along with the other members of the Client Services team
• Support configuration elements for all Benevity products and act as a liaison between Client Services and all other Benevity teams

What you'll bring:

• 2+ years working with API integrations
• 2+ years of experience in any of the following role types: Data Analyst/Technical Solutions Analyst/Technical Business Analyst
• Advanced skills in SQL, ETL tools (Pentaho is preferred), flat file manipulation
• Advanced knowledge of SSO protocols
• Previous and/or advanced knowledge of Single Sign-On (SSO), file transferring services (FTP, SFTP, GoAnywhere MFT), general API usage and best practices
• Strong consideration having 2+ years development in any language (Python & Groovy preferred)
• Experience with implementing and configuring solutions
• Strong analytical and problem-solving skills
• Detail-oriented individual with the ability to quickly ramp up on new clients, their business needs, and technologies
• Collaborative approach to problem solving
• Self-motivated and can work comfortably with little direction
• Familiarity with Atlassian Suite, Asana and other team collaboration software
• Highly organized, with a strong bias to action and a keen focus on results
• Demonstrated social and emotional intelligence
• Excellent oral and written communication skills
• Ability to translate technical information into everyday terms
• Confidence in engaging with enterprise level clients
• Proven ability to increase business value through data-driven process enhancements

Discover your purpose at work

We are not employees, we are Benevity-ites. From all locations, backgrounds and walks of life, who deserve more …

Innovative work. Growth opportunities. Caring co-workers. And a chance to do work that fills us with a sense of purpose.

If the idea of working on tech that helps people do good in the world lights you up … If you want a career where you're valued for who you are and challenged to see who you can become …

It's time to join Benevity. We're so excited to meet you.

Where we work

At Benevity, we have developed a Community First approach that we design our people's experience around with goals to build a strong community and culture, achieve stellar execution of our business goals and social mandate, and ensure Benevity-ites thrive. For those who live within a reasonable commuting distance to an office, we can split our time working in the office and from home to optimize the opportunities of both, with the requirement that we spend at least 50% of the time in the office.

Join a company where DEIB isn't a buzzword

Diversity, equity, inclusion and belonging are part of Benevity's DNA. You'll see the impact of our massive investment in DEIB daily — from our well-supported employee resources groups to the exceptional diversity on our leadership and tech teams.

We know that diverse backgrounds, experiences, skills and passions are what move our business and our people forward, so we're committed to creating a culture of belonging with equal opportunities for everyone to shine.

That starts with a fair and accessible hiring process. *If you want to feel seen, heard and celebrated, you belong at Benevity.*

Candidates with disabilities who may require accommodations throughout the hiring or assessment process are encouraged to reach out to accommodations@benevity.com.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits