

Technical Business Analyst



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 10, 2024

Published : Jun 10, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

About ClubRunner

ClubRunner is the award-winning provider of membership software for non-profit service clubs and associations. Our product encompasses a diverse range of solutions, including membership management, content management, event management and registration, email campaigns and more. We pride ourselves on using the best technology available to deliver great solutions backed by an exceptional customer experience.

We are on a mission to help membership organizations thrive with purpose-built and powerful software. We're looking for a motivated and results-driven Business Analyst to support our product team's goals. In this role, you'll be the driving force behind our requirements and software specification to execute on our new product strategy and deliver great software to market.

About This Role

As a member of the Product team, you will bridge the gap between our business and development teams. A resourceful and analytical thinker, you take an agile approach to gathering requirements, analyzing approaches, and creating requirements. You are proficient with building software specification and use cases for a configurable platform. You are also able to assess and negotiate the scope of any change and communicate this effectively with both business and technical teams. A solid understanding of financial and accounting concepts and CRM functionality is an asset.

Duties and Responsibilities

- Research and analyze requirements for new and existing features
- Document business processes and system requirements
- Design solutions and write software specifications for new features and updates
- Conduct gap and competitive analysis
- Assess, negotiate, and plan scope of work in collaboration with Product team
- Write and maintain system documentation in Jira/Confluence
- Work with QA to design acceptance criteria and conduct user acceptance tests

Requirements

- Minimum 5+ years of Business Analysis experience in software industry (CRM/SaaS preferred)
- Post-secondary degree in related field
- Familiarity with CRM based software and financial systems
- Excellent written and verbal communication skills
- Experience in agile development environment

Domain Knowledge & Industry Experience (Assets)

- Membership and subscription management (dues and renewals)
- Financial and commerce functionality such as orders, invoices, taxes, payments, and related workflows
- General accounting principles and integration with accounting software
- Experience with SaaS applications
- IIBA Certification is an asset

What We Offer

We pride ourselves on modern technology and innovative products that enable our customers to thrive and achieve their goals. We empower every member of our team to strive for better solutions. We believe in open and transparent communication, being agile, and always thinking of the customer. Having a growth mindset and being open to feedback is a core value of our team.

We provide a company-paid competitive health and dental benefits package, paid time off, flexible work arrangements including remote, training opportunities, and more.

Our team enjoys:

- Remote Work
- Competitive salary and paid time off
- Comprehensive medical, dental, and vision benefits plan
- Life, disability and critical illness insurance
- Employee Assistance Program (EAP)
- Healthy work-life balance
- Friendly and supportive culture built on performance and merit
- Team and social events

Accessibility and Inclusion

As part of our commitment to inclusivity, diversity, equity and accessibility, our goal is a workforce that reflects the communities we serve. We welcome all qualified applicants to apply. We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how to help.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
