JOB POSTING DETAILS

Employer	Muzzi Enterprises Inc (CX Solutions Inc.)	**Job Type**	RI
Job Title	Business Analyst Internship Opportunity	**Duration**	NA
Job ID	11739	**Location**	Sault Ste. Marie
Date Posted	November 9, 2021	**Closing Date**	January 7, 2022

Job Overview - Description & Duties

Join a winning team as we expand our Division in Sault Ste. Marie!
CX Solutions, is a Privately held, Canadian multi-disciplinary company delivering Iconic Customer Experience Solutions through BPO Operations delivery, Consulting and Technology Innovation services. We are headquartered in Toronto, Ontario with a division in Sault Ste. Marie.?The European
division of CX Solutions, "CX Technology Solutions" is headquartered in Nis, Serbia serving Germany and the UK.?

Is this opportunity a match for you?
We are looking for someone to collaborate with multiple stakeholders and evaluate business processes, issues, anticipate requirements, identify areas for improvement and new opportunities to develop and implement solutions that align with business strategies.

We Offer:
. A safe, fun, and inclusive work environment where everyone is valued and treated with respect
. Health and Safety is of extreme importance, and we take all required measures to ensure the well-being of our team
. Learning and promotion opportunities in a fast-paced and growing high-tech company
. Competitive Performance and Skill Development Incentives
. Casual dress every day (jeans, comfortable work-appropriate clothing)
. Company events - we like to have fun, work hard, and play hard
. Flexible schedule - 24/7 operations
. On-site parking
. Wellness program

Location: CX Solutions - Canadian Operations- 258 Queen St. E., Sault Ste. Marie

The Role:
You are a key interface between customer and project manager / resources to gather information, confirm requirements to ensure solutions meet business needs and requirements.
- Keep current with technology and business process advancements to automate and modernize systems.
- Work with business leads and project stakeholders to analyze needs and functional technological requirements.
- Collect and document requirements using a variety of methods, such as interviews, document analysis, workshops, surveys, business process mapping and prototyping.
- Evaluate information gathered from multiple sources, reconcile conflicts, and deconstruct high-level information into details to identify areas of improvement and report the findings in a level ample for general understanding for audience.
- Develop and maintain project documentation such as project workflows, screen and interface designs, functional/business requirements documentation, software design specifications, wireframes, test cases and technical documentation.
- Effectively communicate insights and plans to cross-functional team members and management.
- Prepare and deliver training of new processes, solutions.
- Develop and execute test plans, spearheading the QA testing process.
- Provide deliverables and feedback needed by development and QA teams in a timely manner to ensure overall delivery of projects

on-time and within budget.
- Participate in post-implementation reviews to ensure projects are measured against deliverables, with a focus toward continuous process improvements.
- Coordinate and communicate with business stakeholders, IT, and management to ensure alignment of projects and timelines.
- Contribute to the continuous development and improvement of the business analysis function, promoting and enhancing the business analysis tools, techniques and approaches within the organization.
- In developing processes, you will focus on the overall business goals and objectives and ensure alignment with the IT strategy.
- Other duties as assigned.

COVID-19 considerations
Based on the Ontario COVID-19 workplace safety plan recommendations, we have developed and keep current our CX Solutions COVID-19 Safety Plan for the workplace that includes the following COVID-19 precautions:
- Plastic shields at work stations
- Masks provided and required when not at work stations
- Daily COVID-19 and temperature screenings
- Social distancing guidelines in place
- Sanitizing, disinfecting and cleaning procedures in place

Required Skills

You Have:
- Knowledge of business analyst methodologies, requirements gathering, data analytics and reporting.
- Knowledge of project management methodologies for business initiatives.
- Excellent organizational and time management skills with high attention to details.
- Experience utilizing technology to gather and manipulate data.
- Intermediate to advanced knowledge of Microsoft Office including Excel, Word, PowerPoint and Outlook.
- Understanding of Business Analyst and analytical skills to solve problems and present information for informed decisions.
- Organizational skills to coordinate delivery of multiple concurrent initiatives and issues management.
- Interpersonal skills to work effectively with colleagues, executives, stakeholders, and project resources.
- Good oral and written communication skills to deal with colleagues and Senior Management, and prepare written materials including memos, formal correspondence, project updates, and status reports.
- Ability to develop good working relationship skills with leads, partners, customers, staff and stakeholders.
- Recent graduate of related business or technology studies, ready for an entry level position in the business analyst field.
- Drive, passion, and initiative with the ability to adapt quickly to rapidly evolving technology and situations are a must.
- Good analytical, conceptual thinking and problem resolution, with the ability to think clearly and resolve issues efficiently under pressure.
- Ability to create detailed reports and deliver presentations.
- Good planning, organizational, and time management skills.
- Team player with positive can-do attitude.

Other Requirements

Is This You?
- Do you have a passion for assisting and supporting customers?
- Are you able to multi-task and think 'beyond the box'?
- Do you believe in giving your all and having fun in a Team environment?
- Are you a technical thinker who enjoys solving puzzles?
- Do you enjoy learning new skills and actively challenging yourself?
- Are you looking for a career where you can grow and develop new skills in a dynamic and fast paced environment?

How to Apply

Are you a fit?
If you feel you are fit for this role, please forward a covering letter and resume to recruitment@cxsolutions.ca
This opportunity is proudly supported by Northern Ontario Heritage Fund Corporation and is funded through the Workforce

Development Program. Eligibility requirements of the program can be found here: https://nohfc.ca/en/pages/programs/people-talent-program/workforcedevelopment-stream

Equal Opportunity Employer
CX Solutions provides equal employment opportunity for all applicants and Employees and do not discriminate on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression,?age, marital status, family status, disability or any other characteristic protected by local law.