

Business Analyst – Internal

About Vencer Group

Vencer is a privately-owned corporation based in Calgary, Alberta, serving clients across Western Canada, the US, the UK, Thailand, Singapore, and Turkey. Our ability to continuously support our clientele and exceed expectations is driven by our wealth of experience and knowledge, coupled with industry leading partnerships.

For over 15 years Vencer has been providing IT support to a client base operating in local industries such as Energy, Real Estate, Cannabis Cultivation and Retail, Property Management, Consulting, Service Industries, and more. Vencer has experience assisting clients through reorganization, acquisition, divestiture, relocation, consolidation, and can provide full turnkey support for Critical Infrastructure and Information Technologies.

As a result, Vencer is uniquely positioned to overcome technical hurdles and formulate actionable plans for IT services for facilities, servers, business applications, desktop environments, field support, and more. At its core, Vencer is an organization that takes pride in being an exceptional service company with a highly skilled technical unit and a team-focused culture.

Description:

The Business Analyst will be accountable for supporting various stakeholder groups, technicians, and project managers to ensure quality service is delivered to our clients and internal processes are properly supported. You must be a self-starter, with exceptional critical thinking skills and the desire to work in an evolving environment. You will report directly to the Vice President but conduct work supporting the rest of the team as well.

Responsibilities:

Accounting/Bookkeeping:

- General accounting/bookkeeping tasks such as – Invoice support and generation, Bank Reconciliations, Bill Entry, Working with quotes and purchase orders, Year-end prep and assistance, etc.
- Tax prep and research to identify savings and stay up-to-date on financial obligations

Building & Validating Requirements:

- Work within our business to elicit and capture business requirements and support the service team
- Facilitate & assist our business in prioritizing requirements and organizing projects and service delivery
- Facilitate procurement team with purchasing, shipping, logistics, documentation, etc.
- Facilitate finance team with spreadsheet modelling for pricing, projects, tasks, etc.

Critical Thinking:

- Identify risks and recommending mitigation strategies
- Present compelling recommendations based on facts and confirmed requirements – as well as an understanding of the business and our clientele
- Disaggregate high level information into refined details
- Raise and pursue root problems; probing with clarifying questions
- Skillfully change direction when presented with new information
- Proactive in communicating critical or challenging recommendations

Various other duties as required.

Required Skills, Experience, and Qualifications:

- Post secondary degree/diploma in business, economics, or related field is an asset
- Accounting experience – specifically bank reconciliations, bill entry, report generation, etc. is desired
- 1-2 years of corporate business support/analysis and/or IT operations experience
- Knowledge of the IT (Networking, desktop/laptops, servers, software, hardware, internet, wireless) industry a very desirable asset
- Experience working with IT vendors and distributors a very desirable asset (Cisco, Palo Alto, Microsoft, Google, Synology, HP, Dell, Logitech, Samsung, etc.)
- Experience facilitating project managers or managing projects directly
- Advanced skills in Microsoft Office required (Word, Excel, PPT)
- Strongly demonstrated written skills – Ability to write formal, business centric emails in English
- Excellent communication and interpersonal skills – High emotional intelligence
- Strong presentation and facilitation skills at various levels of the organization
- Understanding of business processes and rules that dictate the success of an organization
- Ability to translate requirements into a procurement list, and follow through with execution
- Good with follow-ups, and chasing vendors for information, discounts, shipping, etc. -
- Proven positive, “can-do” attitude and customer-focused approach
- Proven “self-starter” – ability to run with tasks and projects on your own, and to start them on your own
- Able to cross-reference two scenarios or two products, find the gaps and similarities, and provide breakdowns/recommendations based on the information acquired – Thrifty and a creative thinker

Proven ability to:

- Understand both general and specific business needs
- Incorporate evolving industry best practices
- Quickly learn new business and technical concepts
- Handle multiple tasks and work well under pressure to meet specific deadlines
- Work in a fast-paced, rapidly-changing team environment
- Organize and facilitate requirements gathering
- Deal with challenging situations with integrity, empathy and sincerity

Hiring Policies

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Vencer Group will be based on merit, qualifications, and the needs of the organization. Vencer Group does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, ancestry, medical conditions, family care status, sexual orientation, or any other basis prohibited by law. Vencer Group will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to the extent required by law. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Applicant Submissions

If you believe yourself to be a qualified applicant and would enjoy working with the Vencer team, please submit your résumé and cover letter to careers@vencergroup.com; Attn: **Vencer Group Application**. We thank you for your submittal; only suitable candidates can expect to be contacted for an interview.

Thank you for your interest,

Vencer Group