



Senior Business Analyst
Location: Calgary, AB

May 20th, 2011

About Us

Our focus is primarily in the Post-Secondary and Government sectors in Western Canada with Business and Technology delivery centres in Calgary, India, and Singapore. We blend advances in human-centered design and technology creating disruptive innovation that moves our customer's experience from merely satisfied to WOW.

At Rethink55 we have only one critical success factor for every consultant. RPE – References per engagement. Stopping at Customer Satisfaction is passé and so 90's. We are Customer Experience Architects that have a passion for creating success stories and a flair for customer excitement.

Our goal is to enhance the quality of our customers' interactions with their customers across all touch points. We remain vendor agnostic, we don't promote a technology spend without validating the business case and we walk a mile in our client's shoes to hear the voice of their customers.

In a world driven by finances and numbers project success is often determined by meeting budget, resources and time commitments, we ask you to rethink this norm. Our goal is nothing short of, revolutionizing, redefining and refreshing the world of consulting. And we start by informing the rights of our customers.

Being on-time and on-budget are simply table stakes. Our customer's expectations should be nothing short of wanting to be wowed. This happens when the culture of a company fosters an attitude that strives for customer delight. This often means a consultant needs to go the extra mile for the client, which can be at the expense of the company. We're such a company. It's not to imply we are not profit oriented, we are. However, we believe by focusing on your experience and ensuring you are wowed you will talk about us and refer us to your colleagues. When this happens our bottom line takes care of itself.

To architect an outstanding customer experience requires pertinent education, experience and skill. It also requires an attitude that pushes for excellence and a framework that ensures customer delight.

About You

We're looking to expand our team with a Senior Business Analyst who is comfortable managing groups of internal and external stakeholders to fulfill key strategic initiatives related to the post-secondary space. You will be a key participant in the selection of the most effective solution, manage requirements throughout the project life cycle, and ensure IT deliverables meet the requirements of our clients.

You must be technical enough to clearly understand a development framework, logical enough to coordinate delivery while thinking out loud, and professional enough to be able to create a "Wow" factor in every gig.

Reporting to Director of Operations, you would be tasked to mentor other Business Analysts and continually improve the BA processes at Rethink55.

The successful candidate would also be responsible for defining the business requirements, functional specifications, quality processes, and corresponding traceability of resulting solution to customer business objectives.

Specific Functions

- Manages the requirements-elicitation process with internal and external clients of varying technical skills, and directs the clients to solutions consistent with satisfying their key business objectives
- Validate the solutions against requirements
- Own and continually improves the BA processes
- Assist with request for proposal responses
- Travel to client locations across Canada (up to 50%)
- Provide user documentation and training sufficient to train users and to 'train the trainer' so projects are effectively handed over to the client
- Ability to adapt technologically and functionally to a growing set of Rethink55 service offerings
- You may be asked to perform other ancillary or related duties as required, to meet the ongoing needs of the organization.

Key Skills/Requirements

- Post-secondary degree in engineering or relevant area of focus with a strong background in business
- Minimum of 5 years experience as a Senior Business Analyst
- At least 4 years of experience facilitating discussions with key business stakeholders at all levels, including senior executives, to drive out clear and concise requirements to ensure the solution will address the desired outcome
- At least 3 years analysis of business processes, workflow, business requirements and business process reengineering
- Experience in all aspects of requirements gathering, use case model walkthrough with business users and communicating use case requirements to the application delivery team;
- Fundamental understanding of software development life cycles and application release management

- Able to work within a team and also independently with minimal supervision.
- Adapt to an environment with changing priorities
- Strong organizational and time management skills
- Thrives in ambiguity and conflicting priorities
- Excellent facilitation and consensus-building skills
- Ability to pro-actively propose solutions to meet the business needs of the organisations

Nice to Have(s)

- Aware of other areas of business such as finance, human resources, operations, sales
- Experience in Post-Secondary
- Desire to remain current on different technologies and/or business trends
- CBAP Designation
- Project Management experience

Remuneration

- A comprehensive package consisting of salary, possible bonuses and benefits has been developed for this position.

Interested in joining Rethink55?

- Qualified, interested candidates are invited to submit their resume via e-mail to gigs@rethink55.com. Please indicate the job title in the subject line of your message.
- We thank all candidates for their interest but advise that only those selected for an interview will be contacted.
- If selected you will be undergo a technical and a scenario based interview