

## **Operations Analyst (Service Desk) (Permanent Full-Time)**

Reporting to the Service Desk Sr. Manager, the Operations Analyst liaises with Service Desk Team Managers in order to identify, analyze and validate the needs and requirements to change business processes and/or tools. Skilled in business process design and re-engineering, the Operations Analyst understands the organization's challenges and seizes opportunities to meet its needs by proposing new/enhanced solutions that will help the organization meet its objectives.

The primary role of the Operations Analyst is to improve operational effectiveness through the implementation and development of effective and efficient business processes and/or tools. He/she will perform complex or extensive business analysis including workflow analysis, business requirements, impact assessments, input to business case development, and develop operational models (processes and/or tools).

In addition, the Operations Analyst plays a key role in maintaining the processes/work instructions documentation, participating or driving the training of staff, and conducting internal audits/corrective action.

Your profile:

- Five years of experience in Call Center operations and/or information systems;
- University degree in Business Administration or information systems management;
- Solid analytical and deductive skills, and the ability to work in a team;
- Skilled at managing your priorities and display thoroughness in respecting deadlines;
- Bilingual in French and English (both written and spoken);
- Proactive, responsible and dynamic;
- Strong working experience of Microsoft Office, Access and Visio.