

Operations Analyst – Field Services **(1 permanent full time position – Montreal)**

The Operations Analyst liaises with Field Services 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.

Responsibilities:

- Understands and evaluates operational processes through the analysis and interpretation of complex data and performance metrics; proposes/prototypes process/tool enhancements
- Provides support and consultation to business areas to develop effective information resources
- Analyzes information reports to compare current operational activities and trends against expected standards and best practices; presents/proposes changes and/or enhancements to the existing processes/tools to Field Services management
- Supports Field Services Managers by developing process/tool improvement plans and identify opportunities for process/tool enhancements to drive operational efficiencies across regions
- Works closely with Field Services Managers to plan, develop and deliver all aspect of change management related to the implementation of new process/tool; through coaching, training and other related activities.
- Supports the implementation of best practices within Field Services, and work collaboratively with internal teams to implement evidence based processes/practices, including re-engineering and standardization of processes
- Develops system and process test criteria and leads testing prior to implementation of new deliverables within the Field Services.
- Performs audit of the Service Desk processes to ensure compliance with established procedures.
- Plans, designs, or modifies practical manual and automated business procedures.

Requirements:

- Bachelor's degree (e.g., Business Administration, Computer Science). Equivalent combination of relevant education and work experience may also be considered
- Business-oriented vision
- Solid experience with documentation techniques, business requirement documents (BRD), and business requirement analysis and management (e.g. brainstorming, workshops, questionnaires)
- Must demonstrate a lot of creativity and have a great initiative

- Strong analytical, problem solving and organizational skills
- Ability to work with detailed information, attention to details is a must
- Strong communication skills (verbal and written)
- A strong team work orientation and ability to effectively interact with cross-functional teams
- Ability to quickly learn a variety of software applications
- Excellent verbal and written communication and negotiating skills (French and English)
- Knowledge of quality assurance principles and methods
- Experience with Microsoft Office suite (Word, Excel, PowerPoint, Access and Visio)