

Business Analyst

Fishbone Analytics is a growing Elite ServiceNow Partner based in Calgary that offers its employees a supportive environment driven by positive and passionate leaders; professional development and training; autonomous and flexible work environment which treats all employees as professional consultants. Not to mention, a fully stocked snack room!

The Company:

Founded in 2013 as an Analytics-as-a-Service Company, Fishbone expanded into the ServiceNow ecosystem in 2016. Based in Calgary, we are now one of Canada's leading ServiceNow partners with team members and customers across Canada. Our ServiceNow practice is aligned to ServiceNow's core capabilities including HR Service Delivery, Customer Service Management, IT Operations Management, Portal, and IT Service Management.

In addition to ServiceNow, Fishbone partners with companies that share our enthusiasm for innovation and automation such as autotestpro for test and documentation automation in the ServiceNow platform, and ThoughtSpot, an amazing level-up for self serve analytics with embedded AI.

Every single day, we:

1. Work to make every client a Raving Fan.
2. Strive to challenge and reward our Team Members.
3. Make solid business decisions that allow us to remain profitable.

The Position: We're looking for a Business Analyst.

Requirements:

- 5+ years of related work experience in business analysis, technical system analysis or a related discipline (organizational change management, benefits realization, etc.)
- Excellent documentation skills, including the ability to generate detailed technical and functional requirements specifications
- Experience documenting requirements, process flow diagrams, running testing scenarios and coordinating with a development team ensuring requirements are being met
- Verbal Communication Skills. The ability to be engaging and charismatic as a strong communicator, presenting ideas in a concise fashion and asking insightful questions to collect ideas and information from stakeholders.

Responsibilities:

- Documenting complex requirements and critically evaluate information gathered from multiple sources, distinguishing stated requirements from underlying true business needs, and conveying requirements information effectively to stakeholders and partners
- Reviewing and clarifying use case scenarios with stakeholders and mitigate risk
- Identifying and developing a business case, including problem solving, critical thinking, design thinking, and cost benefit analysis
- Hosting meetings, both internal team discussions and external sessions, including the ability to facilitate workshops and present findings and results
- Interpreting client needs, assessing requirements and identifying solutions to non-standard issues and requests, providing advice and direction to clients, and contributing to solutions by providing input into strategy, workflows and delivery for assigned projects and programs
- Assist with Quality Assurance testing to ensure the final solution meets the customer requirements

The Location: Fishbone Analytics is based in Calgary, Alberta. This position can be based in various centers in Canada.

Why Should You Apply?

- You are interested in learning more about our core values:
 - Customer Centricity
 - Courageous Curiosity
 - Honourable Humility
 - Actionable Accountability
 - Enthusiastic Excellence
- You have a burning need to find success for your clients
- You value entrepreneurial environments where your work matters, and are recognized for your achievements
- You want a benefits plan available on day 1
- You appreciate flexible work arrangements
- You recognize the value of robust and personalized learning and development plans
- You want to be a part of an energetic, enthusiastic team