

Interfacing Technologies Corporation (ITC) is a dynamic Montreal-based software & services company with over 15 years of experience in process modeling, simulation, knowledge, and performance management software. Among ITC clients are world-class organizations from diversified sectors and management consulting firms.

The **Business Analyst** position will work under the supervision of the Manager of Technology and Services and is primarily responsible for the execution of consulting services and training.

Task Description:

- Elicit client requirements and processes using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
- Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed: (Functional requirements (Business Requirements Document), Use Cases, GUI, Screen and Interface designs).
- Successfully engage in multiple initiatives simultaneously.
- Strong analytical and product management skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
- Develop requirements specifications according to standard templates, using natural language.
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Deliver training to clients for the different ITC products.
- Improve upon existing approaches by seeking opportunities to creatively transform current industry practices into fresh alternative solutions.
- Anticipate client needs before they arise and presents solutions to project management that encompass issues at hand.
- Participate regularly in the recruitment of new employees through our interviewing process.

Qualifications:

- University Degree (engineering, computer science).
- Minimum 1 year consulting/execution experience in projects related to process design and improvement, enterprise management, and/or technology deployment.
- Languages and Communication: Fully Bilingual in English and French. (Command of Spanish and other languages is a valuable asset).
- Availability for North America and international travel.
- Strong computer skills.

Interpersonal skills:

- Proactively initiates, develops, and maintains effective working relationships with team members.
- Well organized, good communication and reporting skills.
- Ability to successfully work under tight project deadlines.
- Follows through with commitments and fosters mutual trust with fellow workers.
- Assumes additional responsibility without being asked.
- Encourages fellow team members to make innovative contributions and embrace new ideas.

Organizational "Fit" Considerations:

Interfacing Technologies is seeking a team player who enjoys technical challenges within a fast-paced environment, applies sound judgment in successful task planning and execution, meets deadlines, and communicates the highest standards of professionalism in his/her appearance and work habits.

If you have the interest in professional growth and joining a leading Canadian Software and Services company, it is time to consider joining Interfacing Technologies Corporation!

For more information visit our web site: www.interfacing.com
Please send resumes to: jobs@interfacing.com

Interfacing Technologies Corporation is an equal opportunity employer. We would like to thank everyone who submits a resume for these positions. Due to the volume of resumes that we receive, only those candidates selected for interviews will be contacted.

No facsimiles or telephone calls accepted.
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