Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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CRM BUSINESS ANALYST

Job ID	**55066-8246**
Web Address	https://careers.indigenous.link/viewjob?jobname=55066-8246
Company	McMaster University
Location	Hamilton, ON
Date Posted	From: 2023-05-15 To: 2050-01-01
Job	Type: Full-time Category: Education

Description

Ranked as one of the world's Top 70 universities, McMaster University is devoted to the cultivation of human potential, realized through our innovative educational programs, cutting-edge research, and the diverse students, faculty, staff, and alumni who make up the McMaster family. Dedicated to creating a Brighter World, we recognize that our people are our most valuable resource. Those who join McMaster will find a community of talented individuals who are inspired by the university's commitment to embodying the values of integrity, quality, inclusiveness, and teamwork. It is through these talented individuals, their creativity and drive for results that McMaster University has earned its reputation as being Canada's most innovative university. About Human ResourcesMcMaster University is multi-faceted with multiple locations and constituencies. As a result, Human Resources support and services at McMaster have developed over time to meet a spectrum of stakeholder needs. The Human Resources Services team consists of functional units such as the HR Operations team (Payroll, Client Service Support, HR Systems Strategy and Analytics), Organizational Development, Employee & Labour Relations, Total Compensation, and Health, Safety & Risk Management, who enable the delivery of comprehensive Human Resources programs and services in collaboration with leaders, HR area offices and HR practitioners across our community. Human Resources at McMaster is on a journey to better leverage existing and emerging HR systems and improve processes to meet the current and future technology needs supporting the University HR community.The RoleAs a key member of the HR Technology and Process Optimization team, the CRM Business Analyst will work on key HR systems projects and process improvement initiatives with the focus on Case Management solutions ("CRM"). You will have accountability to support, maintain, and enhance the CRM system including assessing, configuring, and implementing new functionality. Research, selection and implementation of new functions to support the HR strategy and service delivery model is a key aspect of the role. Using a strong business analysis skillset, you will ensure that full and robust evaluations are undertaken to assess the current state and future goals of the organization as it relates to CRM technology and processes, leading to recommending the best solutions to achieve those goals. To succeed in this functional-technical role, you will be adept at understanding HR business needs, translating those business requirements into system specifications, and working hands-on to design and configure system functionality. The proven ability to prototype and demo new system features will be a definite asset. Work experience within a higher education environment would be beneficial.In a collaborative team environment, which embraces the values of teamwork, respect, accountability, inclusiveness, and service, the CRM Business Analyst will: Have strong knowledge and content management experience and integration to a CRM solution. Creates and maintains business system documentation CRM systems (workflow, contents, knowledge article and others). Ensuring it is updated as per system configuration and centrally stored. Provides technical expertise in the scoping and development of potential system improvements and new functionality; and track, promote and recommend prioritization of each enhancement request. Leads system implementation and enhancement initiatives, including configurations and testing in non-production system environments, and develop prototypes and demos of new system features, modules, and functionality. Creates and executes test cases based on functional requirements; ensures each requirement test case has been identified, completed, and documented before implementation. Stays current with CRM and other systems for integration purposes such as Azure, Dynamics 365, SharePoint and Office 365; recommends process and or system changes to stakeholder(s). Working in collaboration with internal stakeholders, HR process owners and business subject matter experts to determine business requirements, eliciting requirements through interviews, document analysis, workshops, surveys, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis identify and assess business and technical impacts and risks, solve complex issues, provide recommendations on issues, and help define the end state of desired systems and solutions Uses analysis and critical thinking skills to evaluate information gathered from key sources, determines root cause of issues, understands business requirements and potential system capabilities, completes estimates of time and resources required for the analysis and implementation of new processes or system features, conduct cost-benefit analysis, research possible systems solutions to meet business needs, and write business cases. Acts as the conduit between the client community and the IT department's enterprise applications technical development team, or third-party vendors, through which requirements flow. Providing recommendations for ongoing system and process improvements. Communicates changes, enhancements, and modifications of business requirements and change impacts to project managers, sponsors, and other stakeholders. Provides training to others when new business and system processes are implemented; develop training resources, guides, process documents leveraging available technologies. Provide full scope of business functional support for CRM users, including security profile, workflow, integration, knowledge content management, live chat, etc.

The successful applicant has extensive experience working with clients, business applications and processes, and actively contributes to the implementation transformation of CRM systems and processes, using critical and lean thinking skills to recommend solutions which have broad impact on the University community. Minimum Qualifications and Experience: Bachelor's degree in Computer Sciences, Business, HR, or a rCRelated field of study. 3 years of relevant CRM system and Knowledge Management experience, CRM Implementation experience is required, preferably in HR. Understanding of HRIS/HR applications and processes including how to leverage new system features and enhancements available to meet business needs. Use standard analysis techniques for future state, current state, and gap analysis. Experience with MS suite of offerings (including Visio), virtual meeting tools like MS Teams and Zoom Additional assets would be: Certifications – Lean Six Sigma, CCBA, CBAP, PMP, in addition to technical certifications from vendors such as Oracle-PeopleSoft or Microsoft.

For more information, visit McMaster University for CRM BUSINESS ANALYST