

Business Analyst

Evora IT Solutions, Americas

Who We Are:

Evora IT Solutions is an international software manufacturer & IT service provider with focus on maintenance and customer service. With our teams in Germany, Austria, Switzerland, Spain, USA, Canada, Brazil and India we implement challenging customer projects at home and abroad. Based on the cutting-edge technologies of SAP and ServiceNow, we implement integrated asset management, field service management, planning & scheduling and mobile solutions.

We are currently looking for a Business Analyst to join our team in the United States.

Evora is always looking for the best and brightest talent and we need you! We're a quickly growing ServiceNow partner, and we're transforming some of the world's largest enterprises. You'll work closely with our customers, expand your skills, and become a part of our global community of talented, diverse, and knowledgeable colleagues.

Who We Are Looking For:

- Act as a key player in establishing and executing strategic and tactical operational initiatives
- Support Evora's delivery organization and elicit details from customers to write detailed specific requirements (stories, acceptance criteria) Ensure all related activities are delivered with a focus on customer service and quality
- Initiate and/or participate in strategic initiatives that impact Evora's tactical approach to servicing and supporting Evora's customers
- Leads business process definition, re-engineering, improvement and gap analysis of current and to-be processes during workshops with key sponsors and stakeholders.
- Identifies areas of process improvement (efficiency and effectiveness) and recommends solutions that detail pros, cons and risks.
- Promoting continuous process improvement practices through process metrics/KPIs, dashboards and role accountabilities.
- Collaborates with the Technical Consultant and ServiceNow Architect to design the optimal technical implementation strategy and during the creation High Level Solution Designs.
- Assess customers current systems to introduce best practices, quality, service and improvements to ensure operations stays in line with our customer's business needs



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- Represent delivery operations and interface effectively with cross-functional teams, senior-level business executives and customers
- Drive as a key subject matter expert in the development of projects for the Technical Support Engineer and customer support experience
- Develop training plan and training materials to deliver our customers with ServiceNow success through a train the trainer approach
- Leverage your expertise to develop the test plan and approach on customer projects
- Participate in discovery workshops to elicit requirements in order to develop business process workflows that support overall architectural design
- Contribute to weekly status reports for both internal and external stakeholders

What You Bring:

- Minimum 5 years of industry experience
- Strong cross-functional Program/Project management skills including planning, scheduling, monitoring and stakeholder reporting
- Ability to work independently and in a team environment
- Ability to set clear direction by defining goals and priorities, and evaluate/support the business needs
- Strong documentation and presentation skills including creative thinking and willingness to work hands-on to deliver impactful outcomes
- Excellent problem solving and interpersonal communication is a strong requirement
- Demonstrates critical thinking skills, assimilates and implements new information rapidly and thinks strategically
- Gathers and analyzes data to understand the pros and cons of different decisions and options
- Must have a desire for achieving excellence in customer satisfaction and support service delivery
- Goal driven, self-motivated, persistent and professional
- Experience working in a fast-paced, team environment
- Excellent analytical thinking, analysis, and problem-solving skills
- Strong verbal and written communication skills, including negotiation, presentation, group facilitation, and influence
- Must be able to work effectively with cross-functional teams while representing Support and work with others in collaborative fashion.

What We Offer:

- Work from Home
- Training & Development Programs (Learning Credits Available for Certifications)



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- Competitive Paid Time Off Benefits
- Competitive Salary & Incentive Compensation Program
- Healthcare Plan (Medical, Dental & Vision)
- 401(k) with Employer Match
- Annual trip to Germany for International Co-Working week
- Sign on equipment bonus for full time employees
- High autonomy with the possibility to implement topics holistically and independently

Equal Opportunity Employment Statement:

Evora IT Solutions is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.

To apply for this opening, please send an updated resume directly to our Talent Acquisition Manager, Kayla Fjelstul, at kayla.fjelstul@evorait.com.



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