



Title: Business Analyst

Location: Denver, CO

About our Company:

Cologix provides network and cloud neutral interconnection and colocation services in highly strategic and densely connected data centers. We enable customers to scale their businesses rapidly and cost-effectively by delivering flexible space, reliable power, and dense cloud and network connectivity to customers in the carrier, cloud, content delivery, media, financial services and enterprise communities. Our customers have direct access to our local operations teams which result in strong partnerships backed by exceptional operational support and unparalleled customer service. With 29 Data centers in the United States and Canada, Cologix offers space, power, cooling, cross-connects and physical security for its customers. We are headquartered in Denver, Colorado and have data centers in Columbus (3), Dallas (2), Jacksonville (2), Lakeland (1), Minneapolis (3), Montreal (10), New Jersey (3), Toronto (2), and Vancouver (3) where we provide local dedicated support teams for our colocation and interconnection customers. Our company is backed by one of the largest North American Infrastructure funds and we have huge growth ambitions.

About the Position:

We are looking for a Business Analyst who works with the current Product roadmap identified by the various business functions (Sales, Operations, and Finance) to develop and implement process improvements. This role is the liaison between the Business Units and the Development Team. The Business Analyst is responsible for managing the project from conception to deployment, which includes documenting use cases, process flows, requirements, test plans, and user reference materials. Live and recorded training for project deployment also falls within this role. An ideal candidate will have NetSuite experience that will allow them to solve business issues by building and managing within NetSuite workflows, records, fields and lists. This role may also assist in Support Desk case management to stay in-tune with current internal business issues that may result in additional improvement opportunities. This is a high profile role with the opportunity to substantially shape the future direction and success of the business.

What you do daily:

Analysis and Solution Definition:

- Acts as liaison between Development Team and business units and provides single point of contact for business into the Technology Team
- Makes recommendations for product/system enhancements based on Business feedback
- Leads development discussions with Business Units and Technology Team to finalize expected deliverables
- Participates in root cause analysis and process observation in order to recommend best practice solutions for improved productivity and user experience
- Assists user community in analyzing and defining needs; creates detailed specifications from which development projects will be written
- Reviews and edits requirements, specifications, business processes and recommendations related to proposed solution
- Responsible for analyzing impact of issues and solutions to other areas of the company

Delivery Management and Testing:

- Oversees implementation of new functionality and keeps business owners updated with project progress
- Completes End-to-End Testing and facilitates User Acceptance Testing to validate all requirements are met and all automation functions as designed
- Ensures issues are identified, tracked, reported and resolved in a timely manner
- Works with affected personnel to identify required changes and communicates necessary changes to development team

Project Execution:

- Assists in enforcement of project deadlines and schedules
- Consistently delivers high-quality services to internal customers
- Understands the components of running a fiscally successful project
- Creates, documents, updates, and trains on any new development or process changes
- Delivers live and/or recorded training sessions demonstrating new or updated processes

Other responsibilities:

- Architects and designs business processes and workflows
- Provides input and technical expertise during design and development phases
- Provides assistance with internal Support case management
- Ensures training and reference documentation is up to date and available for users to access
- Performs other work as assigned by supervisor

What makes you a good fit: (Qualifications)

Project & Process Management:

- Ability to independently manage projects from planning through completion
- Ability to build relationships with and influence a diverse range of coworkers
- Ability to provide leadership among key contributors without benefit of direct line authority
- Demonstrated experience performing business process mapping and coordination of activities necessary to implement cross functional solutions of the different teams
- Ability to manage multiple priorities and tasks
- Ability to solve problems efficiently and effectively
- Excellent organizational skills
- Ability to work in a team environment

Technical:

- Understanding of ERP, CRM and BMS systems preferred, NetSuite experience is a plus
- Ability to envision appropriate information architecture and document organization for a variety of projects
- Ability to gather and organize information from various sources and individuals

Required:

- Bachelors degree in Business or Computer Information Systems, or equivalent education and/or experience
- Minimum of one to three years business analyst experience
- Collaboration, communication (both verbal and written), facilitation, and negotiation skills
- Conflict resolution, problem solving skills, and the ability to make sound / informed decisions

Preferred:

- Experience with NetSuite (workflows, record management, data collection)
- Telecommunications and Colocation Engineering or Operations experience
- Large, complex program management experience
- Experience in working in a global multi-site environment
- Lean Six Sigma Green or Black Belt
- Process Architecture, UML or similar business process modeling
- Experience with RUP and BPM tools (Rational Rose, Tibco Business, ARIS, use case, data models, etc.)

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Cologix is an Equal Opportunity Employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.