



Title: Business Analyst

Location: Remote

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 33+ 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, Dallas, Jacksonville, Lakeland, Minneapolis, Montreal, New Jersey, Toronto, Vancouver, and Ashburn 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:

The Business Analyst role is responsible for the implementation and ongoing support for business systems across various departments in the Cologix organization. This is a junior level role that will partner with stakeholders to identify issues and opportunities for improvement within the systems and work to deliver solutions with the software to meet the needs of the business. This position oversees various business processes across CRM and ERP in NetSuite. It will ensure that processes are implemented to take full advantage of NetSuite capabilities. This role offers a unique opportunity to be part of a progressive data center company and evolving technology organization. The ideal profile of this position calls for a flexible and well-rounded individual with operational and hands-on NetSuite solutioning as well as prior requirement gathering and project management experience. Someone who is self-motivated, detailed oriented, collaborative, and has strong customer relationship management skills is an ideal fit for this position. This role reports to the Vice President of Business Architecture. The candidate must have a strong customer service orientation and continuous improvement mindset, have good

judgement, be process oriented, analytical. Hands-on NetSuite experience is a must-have requirement.

What you do daily:

- Act as liaison between IT and business units and provide single point of contact for business into IT.
- Make recommendations for product/system enhancements based on Business feedback
- Lead development discussions with Business Units and Technology Team to finalize expected deliverables
- Assist user community in analyzing and defining needs; create detailed specifications from which development projects will be written
- Responsible for analyzing impact of issues and solutions to other areas of the company
- Oversee implementation of new functionality and keep business owners updated with project progress
- Complete End-to-End Testing and facilitate User Acceptance Testing to validate all requirements were met and all automation functions as designed
- Ensure issues are identified, tracked, reported and resolved in a timely manner
- Create, document, update, and train on any new development or process changes
- Deliver live and/or recorded training sessions demonstrating new or updated processes
- Provide assistance with internal Support case management
- Ensure training and reference documentation is up to date and available for users to access
- May perform other job-related duties as assigned

What makes you a good fit: (Qualifications)

- Experience supporting IT Systems across various business groups
- Experience planning and leading projects
- A desire to learn and be challenged
- Excellent verbal and written communication skills
- Proactive, well organized and detail oriented
- Excellent analytical and problem-solving skills
- Experience with defining requirements for complex customizations and integrations
- Knowledge of major business life-cycles in finance, sales and operations
- 1-2 years of NetSuite ERP and CRM experience preferred
- Experience in data center industry preferred

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 proud to be an Equal Opportunity Employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, gender identity, disability, or veteran status. If you need assistance in applying for any of our open positions, please contact us at recruiting@cologix.com or call 720-940-2551.