



## Client Technology Specialist BI WORLDWIDE Canada – Oakville, ON

We are currently looking for a technically inclined candidate that has worked in an operational and project implementation setting to be an Implementation Specialist or as we like to call it, Technology Specialist. This position will be a hybrid of Project Operations and Implementation where you will need to facilitate ongoing project processing and execution of new client project implementations. In this fast-paced environment you need to be quick on your feet working with clients in multiple capacities including communication, problem-solving, critical thinking, facilitation, analysis, and documentation all with a technical twist.

- Do you enjoy setting up and configuring technical programs and figuring out how they work the way they do?
- Can you effectively communicate these technical capabilities and possibilities to a non-technical audience?
- Are you the kind of person who loves to dig in to complex data to troubleshoot and resolve problems?
- Do you feel inspired to make ongoing operations easier and more efficient?

### **Responsibilities:**

As an Implementation Specialist:

- Write and Execute SQL scripts to run ad-hoc reporting requests and research client questions & processing issues.
- Gather and document business requirements for assigned projects.
- Become a subject matter expert on assigned customer's data, as well as our common processes and methodologies.
- Perform QA and UAT testing of new development and change requests.
- Establish and improve business processes.

As an Operations Specialist:

- Complete ongoing operational tasks for projects, including but not limited to: project processing, report generation, data verification and distribution, web testing, web site content updates, data-related activities such as data file loads and data troubleshooting.
- Be a liaison between your technical team, the external customer, and other internal teams.
- Develop standard operational procedures for ongoing programs.
- Execute multiple initiatives simultaneously.
- Identifying and completing the Change Order process.
- Ensure the timely receipt and processing of all customer data and downstream application updates.
- Communicate customer expectations and project requirements to the technical team.
- Train and/or mentor other team members, peers, and customers.
- Participate in customer presentations as necessary.

## **Qualifications:**

- Completed post-secondary education or higher, preferably in IT or a related field.
- 1 + years experience in Project Operations/Implementation.
- Technical capabilities:
  - Advanced Excel skills.
  - Intermediate SQL skills.
  - Content Management software experience.
  - HTML experience.

## **Skills and abilities:**

- Deep understanding of relational database structures and data analysis, ability to use query tools, create medium complexity SQL queries and generate reporting.
- Excel Reporting and VBA Macros.
- Analytical and problem-solving skills.
- Excellent verbal and written communication skills.
- Ability to interact professionally with a diverse group, including customer contacts, executives, managers, and subject matter experts.
- Experience in Java and Oracle for application troubleshooting is a huge plus.

## **About us:**

BIWORLDWIDE® is a global engagement agency that uses the principles of behavioural economics to produce measurable results for its clients by driving and sustaining engagement with their employees, channel partners and customers. Supporting 140 countries through seven global headquarters and operating in 22 languages, BIW continues to bring best in class solutions to its global, regional, and local customers. Our creative and results-driven approach has earned us a reputation for the highest standards of performance and service. We are a privately held, \$600 million corporation that employs more than 1,500 associates throughout the United States, Latin America Canada, Australia, Europe, and Asia.