

Business Analyst

Intterra started as a company on a mission to arm the fire service with big-data solutions so they can be better informed, more flexible, safer, and ultimately more valuable to their communities. In Intterra's 12 year journey, the core applications have grown to provide Operations, Incident Management, Preplanning and Reporting functions in a SaaS environment to various community-minded clients from the national/federal level to local government & the private sector.

The Operations Business Analyst will be in charge of Implementing and Supporting Intterra's top selling product, the Reporting and Analytics package, as well as supporting customer configurations of all modules of the product offering. This resource will work to implement standard configurations, and elicit requirements from client, estimate effort and cost for custom needs. This position will also facilitate requirements elicitation for larger enterprise projects within the organization.

We are looking for a Business Analyst with strong skills in Data Analysis along with Requirements Gathering and Project Management. Ideal candidate will be tenacious and possess the desire to solve problems and delight customers.

Key Skills:

- Ability to establish and maintain expert level knowledge of key product capabilities and configurations
- Act as subject matter expert for Intterra systems and configurations
- Proactively analyze client data to assure data quality and diagnose data anomalies
- Conduct web-based or in-person workshops to collect business requirements for new tools.
- Document requirements notes, diagrams, conceptual renderings, and use cases
- Experience working in an Agile environment
- Conduct web-based requirements sessions with end-users to understand their configuration needs.
- Document notes, action items and tasks and follow up on resolutions
- Develop scope, schedule, and costs for various sized projects, from small customer requests to larger enterprise initiatives
- Written and verbal communication with all levels of the organization, including CEO, technical resources and external customers
- Troubleshoot tickets reported by end users – follow through to resolution
- User testing of system enhancements and features

Technical Skills:

- Must be STRONG in SQL
- Experienced with JSON
- Experience with Business Intelligence tools desired
- Excellent written communication skills a must