



Position: Business Analyst Intern

Reporting to: Senior Operations Manager, Logistics and Repair

Location: Richmond Hill, ON (**on-site**)

The Role:

The *Business Analyst Intern* will work directly with the Senior Operations Manager, Logistics and Repair to map process flows within the Configuration Centre, Repair Centre and the Re Use groups to improve operational reporting.

This role will be full-time hours (37.5 hours per week), for a duration of 4 months (May 6 to August 23, 2024).

What the Role Entails:

- Gather and document operating procedure and workflow requirements
- Working in conjunction with the team, evaluate business processes, anticipate requirements and uncover areas for improvement
- Lead requirement gathering discussions across all cross functional departments and technology vendors
- Conduct meetings and presentations to share ideas and findings; documenting and communicating the results of your efforts
- Working in conjunction with the team, collaborate with Compugen Subject Matter Experts (SME's) and business stakeholders to ensure alignment, buy in, communication and implementation success of assigned service automation initiatives
- Actively inform stakeholders on progress, timelines, roadblocks, risks, dependencies and prioritization of all deliverables
- Complete user acceptance testing as required
- Ensure assigned projects meet and exceed required customer and business goals

Skills and Qualifications You'll Bring:

- Experience gathering requirements and documenting technical environments (roadmap, SOW, SLA)
- Experience with IT service delivery, professional services delivery and/or managed service delivery processes
- Prior experience working with vendors/third party partners is an asset
- Knowledge about network infrastructure, cloud and cyber security technology solutions is an asset
- Knowledge and experience with Excel, PowerBI and Oracle (JDE) is an asset
- Can manage multiple priorities in a fast-paced environment



Phone:

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- Customer-focused, with a strong commitment to customer satisfaction

Location

- You must be able to work on-site at our Richmond Hill office location Monday to Friday

About Compugen

Compugen is one of Canada's largest privately-owned Technology Allies. We help customers design, acquire, integrate, and operate technology. Our mission is to help organizations realize new possibilities. Every day, our dedicated staff across North America focus on providing extraordinary customer service and support experiences to private and public sector organizations. We combine breadth of skill, depth of expertise, and commitment to operational excellence at scale to deliver exceptional, customer-focused experiences.

If you are driven to make a difference, relentlessly curious, and collaborative at the core, we'd love to talk to you. Join us and let's make a difference.

What You'll Love About Us:

Every day, over 1,500 dedicated employees across Canada focus on providing exceptional customer service and support experiences to private and public sector organizations. Since 1981, the Compugen team has developed a strong reputation with market-leading vendors and customers, for creating, implementing and supporting innovative IT solutions that delight thousands of customers.

We value and celebrate the diversity of our team and welcome applications from racially visible persons, Indigenous peoples and persons of the LGBTQ+ community.

Most importantly, we love to work hard, and we love to have fun. We're in it to win it.

Equity Statement

Consistent with our commitments to equity and diversity, we actively recruit from all designated groups. We also provide employment accommodation upon request to current staff members and to applicants during the recruitment process. We aim to provide a work environment where excellence is allowed to flourish and diversity is prized. Compugen is committed to providing accommodation throughout the interview and employment process. If you require an accommodation, the hiring manager and the human resources contact will work with you to meet your needs.

To apply, submit a detailed resume to internships@compugen.com, including the name of the position you are applying for in the subject line.



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