

Position: Business Systems Support Specialist

Location: Mississauga, Ontario

Reports To: Director of Business Services



Your opportunity:

The Business Systems Support Specialist (BSS) works as part of a highly collaborative Business Services team responsible for automating and supporting the execution of business-critical processes ranging from sales commission calculation to inventory management, with a significant focus on customer relationship management. The Business Services team provides day to day troubleshooting and application support, as well as planning and execution of systems maintenance. The BSS interacts daily with software users, and collaborates with Developers and QA Testers to deliver flexible, robust systems that meet requirements. BSSs have the opportunity to gain exposure to deregulated energy markets, Just Energy's business processes, and the software development lifecycle which enables them to take on broader problem solving and leadership roles at Just Energy.

Why you should join Just Energy:

We are a North American market leader in retail energy, green energy, and home services, with a market capitalization of nearly \$2 Billion, and millions of happy customers. Our highly collaborative work environment is described by three simple words: ENERGY, OPPORTUNITY, and GROWTH. We provide an energetic and engaging work environment that is focused on professional and business growth, and where our colleagues have opportunities to excel and be rewarded with further growth opportunities, competitive compensation, performance bonuses, share ownership, and group benefits. If you are energetic, bright, driven, and you want to be part of something really great, then join us. You can realize your potential here at Just Energy.

Your primary accountabilities:

- Provide support for ongoing system operations including monitoring of successful completion of regular software system processes and responding to inquiries and requests from system users
- Perform data validation, editing, import and export to facilitate daily operations, and prepare ad-hoc management reports
- Provide support for software changes which includes communicating system changes to relevant stakeholders, performing design reviews of new functionality with Developers and system users, and facilitating user acceptance testing for system changes as well as training system users on new processes and process changes.
- Support for business development including the provision of subject matter expertise in the areas of market rules, business process and system design
- Create tools (using MS SQL reporting services, MS Excel, or MS Access) to assist with reporting and daily responsibilities (including the responsibilities of system users), and document existing business and system processes

Your qualifications:

- Minimum 2 years of proven experience in a similar role coupled with a University degree in the field of computer science, information technology, or equivalent
- Effective at prioritizing and managing multiple tasks of varying complexities in the context of operational impact and corporate goals, to collaboratively and effectively meet deadlines
- Proven logical and analytical problem-solving abilities
- Previous experience and technical Knowledge of SQL, MS Access, or MS.NET
- Excellent English written and verbal communication skills
- The following qualifications are considered assets:
 - Familiarity with standard software development lifecycle practices
 - Previous experience working with business/customer information systems and designing and implementing business processes and systems
 - Previous experience in energy retail, deregulated telecom, or other industries involving multi-party back office management of customer accounts

How you should apply:

Please send us your resume by email to careers@justenergy.com with the name of the position in the subject line

Please visit us at justenergy.com and je-un.ca