



Business Analyst

Supporting Dashboards made easy

November, 2016

ClicData

Our philosophy

We believe that current BI tools are just too complex and static for companies to succeed in an increasingly data-centric fast changing environment. Small and medium businesses wish they would not have to spend so much time copying and pasting in Excel to make sense of their numbers. At the same time, teams of larger brands have very unique requirements that are quite different from other departments within their enterprise and do not have their own departmental/divisional technical IT support.

On the market since early 2014, ClicData has already met the reporting needs of hundreds of customers across the globe particularly in the US and the UK. Keeping the pipeline growing and supporting our customers in the most responsive manner are the key ingredients to a successful growth.

We are growing our presence in Canada and looking for a Business Analyst to be a part of our growing team!

The position

What you'll do

As a customer success executive, you will work with ClicData's customers during their usage and help them become successful and ClicData experts.

You will assist ClicData users with pre-sales and post-sales questions about ClicData, data source and dashboard configurations. You will help to build a knowledge base for the clients and work with the professional services team to consult our customers on data visualization best practices.

Our customer success executives are product experts and passionate about data, curious about technology, and driven to succeed. We will expect you to undertake the following activities:

- Assist and support customers through their evaluation and onboarding on ClicData.
- Provide ongoing support via web-meetings or face-to-face meetings including data review, product demonstrations and analytic problem solving for clients or prospects.
- Successfully deliver dashboard solutions in ClicData for clients, by analysing their requirements, designing and building the relevant KPIs
- Help triage and resolve of application-related issues: document bugs, and ensure that product upgrades are successful via testing
- Contribute to the product development by gathering functional requirements from clients and work with developers to implement them
- Research analysis for different industrial sectors and propose the frequently used KPIs and dashboard model structures for the industries



Desired Experience -

- Excellent verbal and written customer engagement skills across all channels.
- Experience writing and updating knowledge base content
- Experience working within a support desk or success based function
- Experience using customer online interaction platforms to engage customers
- Previous B2B experience with an understanding of the challenges that companies and clients face on a daily basis would be advantageous
- Knowledge of databases and experience in data analysis (Excel, SQL or any other data management tool)
- Strong project management skills and ability to multi-task.
- Experience with any other BI tools is a plus
- Undergraduate degree in Computer Science or Statistics
- Ability to work in a fast paced, team environment

What you'll get

- An opportunity to work in a start-up that has been described as “disrupting the business intelligence and data analytics community”
- A team that is dedicated to working together to achieve the best results for the company
- Experience to work with multiple industries, understand their analytics challenges and provide expert consultancy
- All the training and hardware you'll need to succeed
- The opportunity for long term growth within the company
- A fun work environment where creativity, honesty, hard work, and intelligence are respected

Details

- Full time position
- Compensation and benefits depending on qualifications and experience
- Send your curriculum/resume to elena.dorneanu@clidata.com

