

**POSITION:** Consultant – Customer Success  
**COMPANY:** Vortex Connect Inc  
**LOCATION:** 411 Richmond St E. #200, Toronto, ON  
**METHOD OF APPLICATION:** Email CV to [jobs@vortexconnect.ca](mailto:jobs@vortexconnect.ca)



Vortex Connect develops **mobile business solutions**. We build **Real, Useful, Business** apps for Blackberry, iPhone, Android, Pre and more. Our mobile business apps focus on solving real-world business problems rather than building games or diversions. We've been successful in building applications for **Fortune 500 companies, Police Forces, Hospitals, Restaurants and Stadiums**. If you're interested in joining smart, friendly, agile team that builds solutions to make a difference – join Vortex Connect.

### **RESPONSIBILITIES INCLUDE:**

- Elicit requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
- Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed: (Functional requirements (Business Requirements Document), Use Cases, GUI, Screen and Interface designs)
- Successfully engage in multiple initiatives simultaneously
- Develop requirements specifications according to standard templates, using natural language.
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Be the liaison between the business units, technology teams and support teams.
- Reviews all major deliverables (i.e. strategic brief, function spec, tech spec, etc.) to ensure quality standards and client expectations are met.
- Works closely with the project team in order to maintain a continuous knowledge of project status in order to identify potential issues and/or opportunities within or related to the project.
- Be aware and in pursuit of opportunities for account growth and new business, involving the Director and Sales.
- Provides regular two-way communication between the client and team, to provide strong team representation and set proper client expectations.
- Communicates the client's goals and represent the client's interests to the team.
- Understanding of company capabilities and service, and effectively communicates all offerings to the client.
- Reports to the Director, providing regular input on all account activity, including status and call reports on a weekly basis.

### **QUALIFICATIONS:**

- Strong analytical and product management skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.

- 1 to 3 years business analyst or project management experience.
- Familiar with BlackBerry, iPhone and Android mobile devices would be a great asset
- Well-organized, creative and analytical in approach
- Excellent written and oral communication skills
- Previous experience within a software development organization is a plus
- Ping pong skills are a great asset.

**BENEFITS:**

- Downtown Toronto location
- Fast-paced startup environment
- Work with an experienced, friendly team – Our team includes former employees of **Microsoft, ATI/AMD, RIM, Rogers, Workbrain** and more. It's a fantastic place to contribute, learn and have fun.