



Application Analyst - New Grad (Toronto & Montreal)

Ceridian

About the Company

Ceridian is an enterprise cloud technology company specializing in human capital management serving more than 50 countries. Our products, solutions and our people work together to help organizations control costs, save time, optimize their workforce, minimize risk and grow their businesses.

Job Description

As an Application Analyst you will be responsible for delivering exceptional B2B application support to Ceridian's clients. This includes using your strong analytical and problem solving skills to efficiently resolve incidents while maintaining the highest level of client satisfaction.

Because customer focus is in your DNA, you will work directly with client administrators as well as collaborate with your team members and other internal teams to champion client priorities and drive incidents to closure. You will combine strong technical and functional problem solving skills with a keen business sense to deliver top notch, client-focused support. Your clients will praise your ability to provide them with regular and timely incident updates.

You will have the opportunity to further improve our ability to support our customers by contributing to the support knowledgebase, as well as play a part in the improvement of our application by reproduce and meticulously documenting software defects. You may get involved with a wide variety of operational projects including; monitoring and maintaining client production environments, technical programming and scripting tasks, enhancing the customer support experience and optimizing internal processes and procedures.

Whether you are answering incoming client calls or working on-call, your colleagues will appreciate and share in your willingness to jump at the opportunity to support your team and customers where you are needed the most.





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Major Responsibilities

- Provide Implementation Services to Customers
- Document and validate customer's business requirements and map to Ceridian functionality
- Configure Ceridian application to meet customer's business requirements
- Participate in consulting sessions (on the phone and in-person) and document with meeting minutes
- Attend internal project meetings and provide status on progress of activities and deliverables
- Participate in customer follow-up consulting and general assistance in areas of expertise
- Develop SQL database scripts and XML transformers for integrations and interfaces
- Identify specific functional areas to develop as a subject matter expert (SME)
- Contribute to Internal Implementation Initiatives
- Become familiar with documented solutions
- Focus on Continuing Education
- Contribute to internal knowledge share; review posted feedback on a continuous basis
- Participate in Continuing Education sessions
- Complete new release training on a timely basis; be fully versed on new and/or enhanced functionality in each product release

Qualifications

- 'I got this' mentality and optimism; the ability to rise to a variety of challenges with superior communication, organizational, and problem solving skills that instill confidence in our customers
- It's not just about working hard; you know how to celebrate success both customer and team wins (Go Karting, Archery, Bubble Soccer, & Nintendo Wii dance offs are just a few ways we inject a fun and a positive vibe through out our team)
- Collaborative work ethic; tackle a creative problem over a game of shuffle board, or network with colleagues from other locations at the end of the work day by joining one of our employee run sports teams! This is a tight knit team of customer focus individuals





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- Ability to work flexible hours and a willingness to work on-call if required
- Recent Graduate with a Bachelor's Degree in Computer Science, Engineering, or relevant software/computer related fields
- Proficiency with SQL and an understanding of relational database systems
- Familiarity with Microsoft Server Technologies (e.g. IIS, Windows Server, Microsoft SQL Server)
- Object Oriented Programming is a nice to have

Job Type: Full time

Apply at <http://careers.ceridian.com/jobsearch/job-details/software-developer-new-grad-toronto/5348/1/>

