

Business and Data Analyst

GlobeStar Systems is a leader in integrated clinical communication. Our cornerstone product, Connexall®, is an award-winning Enterprise-grade IoT platform, purpose-built for the healthcare industry. Connexall® is a sophisticated and customizable end-to-end integration and communication platform that helps its customers improve clinical workflow, reduce alarm fatigue, and drive better patient and staff outcomes.

Job Title: Business and Data Analyst

Type: Full-Time

Start Date: Immediate

Location: Toronto, Canada

Job Description

Reporting to the Director of Solutions Innovation and Design, the Business and Data Analyst plays a vital role in unlocking the power of Connexall's connected healthcare data to deliver continuous value for our customers, partners, and internal departments with trust and integrity. The successful candidate is responsible for ensuring the accuracy of data and for preparing the primary and secondary data analysis, business intelligence, and advanced analytics applications and metrics provided to the appropriate stakeholders.

Primary Responsibilities

- Work closely with Connexall customers and the Data and Analytics Development team to fully understand and maintain focus on analytics needs, including critical metrics and KPIs, and deliver actionable insights to relevant decision-makers.
- Focus on Connexall's analytics products and offerings and become a subject matter expert in our various data sources.
- Support the development of Connexall's analytics and services methodology, reporting packages, and analytical tools.
- Be a strong liaison between the customers and internal clinical team to bridge the data requirements, data story, representation to support clinical outcome-based best practice initiatives.

- Act as a vital contributor and participant for the end-to-end, outcomes-based, project delivery methodology initiative.
- Partner with stakeholders in other internal departments to gather requirements and define metrics that will drive strategy and business outcomes.
- Create meaningful use cases utilizing data tools for customers and appropriate stakeholders.
- Work closely with customers to present and train them on Connexall's data analytics and business insights offerings.
- Use research skills, data analytical skills, and Connexall knowledge to review alarm data creating pre/post implementation differences and identify areas for further clinical consulting engagements such as, but not limited to, alarm flows and timers.
- Continuously challenge assumptions, dig beneath the surface, and use feedback to improve and push the boundaries of the work.
- Be responsible for data analysis-related documentation and knowledge sharing.
- Recommend and assist in developing ETL solutions and data architectural changes.
- Take the lead on data analytics projects with customers.
- Act as an analytics SME and educate stakeholders, internally and externally, to foster more knowledge and adoption around Connexall's analytics capabilities.
- Other duties as required.

Qualifications

- A Bachelor's degree in Computer Science, Engineering, Technology, Business, or other relevant fields.
- 3+ years of relevant experience, demonstrated knowledge, and decision-making abilities in a data analyst role.
- Previous experience or background in healthcare-related field a strong asset.
- Knowledge of and practical experience in statistical analysis with statistical packages a strong asset, including Excel, SPSS, SAS, R, Python packages (e.g. Pandas, Matplotlib, etc.), Julia, Power BI.
- Familiarity with SQL and ability to transform raw data into useful datasets.
- Experience with BI tools such as Power BI, Looker, Tableau, Mode, etc.
- Advanced Excel, some experience with Power Pivot and SQL preferred.
- Power BI and/or VBA experience a plus, or a desire to learn.

- Demonstrated business acumen with a drive and curiosity to seek data-driven answers to operational and strategic business questions.
- Experience with storytelling through data (logical reasoning, data visualization, communication).
- Resourceful and detail-oriented with the ability to effectively prioritize and execute tasks while under pressure.
- Exceptional research and analytical skills.
- Strong interpersonal and oral and written communication skills.
- Excel in working in a team-orientated and collaborative environment.
- Demonstrated strong listening, written, oral, and presentation skills with the ability to discuss highly technical concepts to a variety of audiences.
- Strong organizational and time management skills.
- Self-motivated and positive with a "can-do" attitude.

Benefits

- Competitive annual salary
- A rich benefits package, including: medical, dental, life, long-term disability insurance, pension
- RRSP matching program
- Vacation