



IT BUSINESS ANALYST

INNOTEX INC. is a leading designer, manufacturer and distributor of personal protective equipment and turnout gear for firefighters and first responders. Our commitment to innovation and teamwork has made us the trusted partner of thousands of fire departments across the globe. We have 4 factories in Quebec, Canada and 1 in Ohatchee, Alabama.

If you enjoy working in an industry that makes a difference in the field of community protection and security, then we have the perfect role for you. Our rapidly growing team is currently looking for a dynamic person to fill the role of **IT Business Analyst**. This position is based in Montreal, Quebec.

MAIN RESPONSIBILITIES

- Understand, analyze and define organizational needs in IT and related business processes.
- Select and integrate existing IT solutions into organizational processes.
- Specify, design and implement solutions that put information technologies to work for the company and its departments.
- Ensure the integration and monitoring of test benches for new applications or their updates.
- Understand internal customer requests, seeing that they are fulfilled or redirected within the scheduled deadlines and according to company policies.
- Standardize work processes and methods with different teams.
- Help prioritize development requests.
- Participate in the implementation, integration and training of new technological solutions.
- Be a first point of contact and trainer for super users in their respective roles.
- Act as an agent of change.

QUALIFICATIONS

- College diploma (DEC) or bachelor's degree in business computing, industrial engineering or related field
- Relevant experience in a manufacturing environment
- Relevant experience in business process analysis for IT solutions



- Bilingual, both written and spoken (English and French)
- Good knowledge of quality control processes, testing and solution validation
- Excellent computer knowledge, including Office suite, Visio, DevOps
- Strong interest and knack for learning new technologies

KEY COMPETENCIES

- Customer service oriented, with excellent listening and communication skills, both oral and written
- Strong project management skills
- Demonstrate positive influence leadership
- Excellent analytical, synthesis and problem-solving skills
- Ability to write clear and concise documents
- Highly organized
- Autonomous and comfortable working with ambiguity

WHAT WE OFFER

- Dedicated and passionate team
- Flexible work schedule with a good work-life balance
- Competitive salary with bonus
- Group insurance plan and pension fund
- Access to an employee assistance program
- Free parking or public transportation
- Possibility of teleworking in hybrid mode
- Ongoing training
- Referral program

Up for the challenge? Send your application to the Human Resources department at RH@innotexprotection.com.