



# Senior Business Analyst – Lending Support

## Who we are

Valeyo is a leading Canadian-based solutions provider to the financial services industry. In addition to being a leader in loan origination technology, we are a trusted distributor for industry-leading carriers and service providers across Canada, whose products strengthen our proprietary technologies and expand our suite of lending and insurance solutions. With more than 40 years of business excellence behind us, Valeyo unites a diverse group of insurance, technology, business, and marketing professionals with a common purpose: to help our clients thrive through strong partnerships. Through the combination of our services-driven vision and distribution expertise, we can push further and faster to provide our clients with a broader range of financial solutions for their customers.

As an organization, we subscribe to the concept of winning as a team, working together, and implementing the best ideas put forward. Guided by our core values of accountability, partner-centricity, teamwork & collaboration, results-orientation, integrity, and passion, we take a unified approach to achieving our shared purpose: accelerating our success and that of our clients by building better businesses.

## About the role

Valeyo is seeking a seasoned Senior Business Analyst with financial technology experience to join our growing team. This role will work within our Lending Support team and must be able to take features outlined in our platform technology roadmaps and develop business requirement documentation, user stories and functional specifications for the system engineers.

Under general supervision, formulate/define/document complex systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Includes analyzing business and user needs, documenting business/system/testing requirements, and revising existing system logic difficulties as necessary. Carries out procedures to ensure that all information system products and services meet minimum organization standards and satisfy end-user requirements.

You will be working in a dynamic and fast-paced agile environment across multiple cross-functional teams to validate and roll-out features aligned with the product's vision and roadmap.

### **What you will do**

To successfully execute this role, the Senior Business Analyst should be able to perform the following key functions:

- Serve as a liaison between the business, customer, product and the software development lifecycle teams.
- Conduct requirements gathering exercises with internal and external stakeholders and subject matter experts.
- Document requirements and user stories using the right level of detail for the Engineering and Quality Assurance teams
- Clarify requirements and update cases as needed throughout the software development life cycle
- Lead full end to end implementation of new features and third-party integration projects including proof of concept, API and User Experience requirements
- Facilitate design review and change control meetings create mock-ups, wireframes, and prototypes that illustrate current and future workflows and product design
- Write release notes for new features that will be delivered to customers.
- Work with Product Support and Training teams to support issue triage/resolution and write product documentation as needed
- Work with the Quality Assurance team to review test plans, test scenarios, and test cases
- Performing business and user acceptance testing
- Educate stakeholders on lending technology best practices
- Create and coordinate training to the key stakeholders (documentation/training sessions).

### **What you bring**

- High ownership, passion and work with sense of urgency
- Thrives in rapidly changing environment while maintaining consistent velocity
- At least 5-7 years of previous experience in software development business analysis within Financial Technology
- Prior working knowledge of Lending Technology (ie. Loan Origination Systems) is considered a definite asset
- Experience working within an agile development process, specifically with Scrum and backlog management tools (Axosoft, JIRA, TFS, Confluence etc).

- Strong documentation skills, experience with BRD, SRS, SOP and UML, including leading joint application design sessions
- Ability to communicate effectively, both written and verbally, with all stakeholders, i.e. technical developers, business leaders and users
- Experience with SQL is considered an asset
- Exposure to Agile, Kanban and Waterfall methodologies is a must
- BS in Information Technology, Business, Science or related field preferred.
- Strong technology understanding and experience
- Able to take feedback constructively and iterate on ideas and solutions from multiple stakeholders with differing opinions
- Meticulous thinker who can effectively work out all the details when presented with big ideas
- Understanding of user-centric design
- Experience with projects, involving front-end applications
- Must demonstrate the ability to explain technical concepts to a non-technical audience
- Ability to participate and conduct group requirement sessions with confidence and conciseness

### **The Valeyo Way:**

Through collaboration and innovation, everything we do at Valeyo is focused on people - those we help and those we hire.

It's #thevaleyoway to empower our people with autonomy to make decisions that align with our values, to treat each other with compassion focusing on what we can accomplish as a team; and to recognize our individual and collective efforts.

We share a passion and drive for success and are proudly diverse team. Embracing our differences enhances everything we are involved in from our social awareness as an organization, to our creative problem solving, to the communities we support.

We offer our team the best of both worlds: a fast-paced, innovative FinTech environment and an established organization. This includes:

- A healthy, fulfilling work-life balance through a flexible hybrid work model, a Health and Personal Spending Account, plus the comprehensive benefits and perks of a financially stable organization including Group Retirement Savings Plan (RRSP) with a company match for Deferred Profit Sharing Plan (DPSP) and a generous paid-time-off policy including vacation, personal/sick time, wellness day and statutory holidays.
- A continuously evolving people-first environment that takes time to have some fun (virtual team building events including scavenger hunts, charity

drives, FitBit challenges, photo challenges, virtual social events, including team lunches, and once we're able to safely do so, awesome potlucks, costume competitions, and karaoke battles) while providing access to professional development opportunities through training and educational assistance programs.

- A bigger than us outlook. Every year we offer \$1,200 grants to students who are credit union members. It's just one of the ways we support financial opportunity and growth beyond our virtual walls and in the community.

If you have 70% of the qualifications we are looking for and want to be part of success, we encourage you to express your interest. We can't promise it will be a fit, but we do promise to consider your experience. Apply now.

Valeyo is committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, Valeyo will provide reasonable accommodations available to applicants with disabilities upon request during the recruitment process.

Please contact [careers@valeyo.com](mailto:careers@valeyo.com) for accommodation requests.