

Work with us!



Your Home for Financial Wellness

Mosaik Credit Union Limited is a co-operative, full service, financial institution in beautiful Nova Scotia.

We support the growth and development of 9 locations in 8 communities.

With a focus on community enrichment and financial empowerment, we are more than just a bank. We provide exceptional financial products and offer a wealth of knowledge through our staff and partners, but success is also defined through strong bonds with our membership, our communities and in joining together to enhance the financial skills and understanding of each person who walks through our branch doors. This guidance allows our members to make the best financial decisions for themselves, their families, and their businesses.

At Mosaik, we value the power of diversity, equity, and inclusion within our team and with the relationships we have with our valued members.

Applications from candidates who have been historically disadvantaged and marginalized, including Indigenous peoples, black, racialized, a person with a disability, and 2SLGBTQ+ are encouraged to apply.

mosaikcu.ca



Mosaik Credit Union is seeking a full-time **Business Analysis Administrator** to join our Business Analysis and Process Support Team! This position will be located at a non-unionized location.

Reporting to the Business Analyst, the Business Analysis Administrator will provide operational and technical support to the Business Analyst in the areas of business analytics, data analysis and visualization, reporting, workflow automation, and IT troubleshooting. This role improves efficiency by supporting data-driven decision making, maintaining smooth day-to-day system operations and assisting employees with basic IT needs.

SPECIFIC ACCOUNTABILITIES

- Assists the Business Analyst with data collection, reporting and analysis.
- Provides support in documenting, monitoring, and improving business processes.
- Prepares reports and dashboards to support decision making.
- Provides administration support to the Business Analyst and department in the completion of tasks and projects
- Collects and analyzes data across multiple platforms and sources to support departmental and organizational projects, initiatives and business development
- Creates and maintains queries and reports to support ongoing analysis of business needs and objectives, including, utilizing and leveraging all technology platforms and business systems
- Documents analysis and communicates clear and complete information to the Business Analyst and across the organization, as directed
- Contributes to the development and implementation of business solutions and initiatives to support member and employee satisfaction and organization growth and innovation; provides user-support as required
- Monitors project progress, evaluates results, and recommends changes, as required, to ensure it meets the business need
- Troubleshoots issues across technology areas, including, software, hardware, networks and application support
- Establishes and maintains user accounts, profiles, file sharing, access privileges and security, where required
- Maintains a strong working understanding of the daily administrative duties involved in supporting, maintaining, and monitoring the internal servers
- Maintains a strong working knowledge and understanding of technologies, including laptop and desktop systems

- Responds to and resolves internal incidents and service requests for workstations, including, desktop and laptop issues, phones, wireless devices and printers
- Provides first-level IT troubleshooting support for hardware, software and network.
- Develops and maintains basic business workflows using Microsoft Power Automate.
- Supports the creation and maintenance of simple business applications using Microsoft Power Apps.
- Assists with user adoption of applications, including, training and guidance.
- Completes other duties and projects as assigned.

HIRING QUALIFICATIONS AND EXPERIENCE

The Business Analysis Administrator will have successfully completed post-secondary training in Business, Computer Science or related area of study plus have three to five years related experience and/or training in similar role; or equivalent combination of education and experience. The incumbent will have demonstrated experience with Microsoft Power Automate and Power Apps and proficiency in all Microsoft Office Applications, including, Excel, Word, Outlook, PowerPoint, Teams, SharePoint, and PowerBI). Basic troubleshooting knowledge in hardware, software and networks is required.

COMPENSATION AND BENEFITS

We offer competitive compensation to commensurate with qualifications and experience. In addition, we offer an excellent benefit package including a flexible health and dental plan, employer matched defined contribution pension plan, staff banking rates, paid vacation and sick time, and professional development opportunities.

WE'D LOVE TO HEAR FROM YOU

If you wish to apply for this position, please forward your cover letter and resume to
careers@mosaikcu.ca

Even if you do not meet all of the above criteria but feel that you'd be a great fit with our team, we encourage you to apply!

Mosaik Credit Union appreciates all applications, however, only candidates who have been selected for an interview will be contacted.