

## Transportation Analyst



**BusPlanner Inc.** is a Waterloo-based tech company that provides school bus route planning software solutions to the K-12 industry across North America. We believe strongly that innovation is the key to efficiency and our passion for creating intuitive solutions has made our **BusPlanner** Suite the market leader here in Canada. We continue to listen to our clients and produce software that is what they want, what they need, and easy enough to actually use. Our commitment to customer service sets us apart as we provide personal, dedicated service to each of our valued clients.

We are looking for a confident, dynamic & engaging professional to enhance our growing team. As a Transportation Analyst, you will be a valuable member of a highly cross-functional team using your data management, planning, and especially your communication skills to provide high-quality transportation management solutions, consulting services and training to our new and long-term clients in a collaborative atmosphere.

### :: WHAT YOU WILL DO ::

- Provide consultative, client-focused process and technical assistance to our valued clients
- Implement new transportation databases for clients who have recently adopted our BusPlanner transportation management software
- Maintain and manage the operational SaaS environments of our cloud-hosted clients
- Create and schedule external communications including product & process webinars, newsletters, announcements & social media content
- Maintain documentation for products, training courses, and internal processes
- Develop and deliver meaningful and effective online and onsite training solutions for clients
- Assist our sales team with the preparation and delivery of software demonstrations and presentations, including the creation of sample databases, etc.
- Engage actively in continuous process and technology improvement efforts

### :: WHAT YOU SHOULD EXPECT ::

- A level of autonomy to exercise your technical and organizational skills to achieve team goals
- The opportunity to be involved in the development of geomatics-based planning databases
- A fast-paced work environment where multi-tasking and attention to detail are critical
- Working with sensitive and protected information that requires an added level of care
- The feeling of satisfaction that comes from making a difference in the professional lives of our clients
- Working variable shifts, both in the office and from home, to cover our Help Desk hours of 7am to 7pm, with occasional after-hours coverage as required
- A salary ranging from \$54,000 - \$62,000, plus benefits and bonuses

### :: THE SUCCESSFUL CANDIDATE ::

- Geomatics, Geography/GIS, Planning, Business, or Communications degree, diploma or equivalent professional work experience
- Demonstrated experience with customer service
- Strong aptitude in the use of computer software and data management
- Excellent written and verbal communication and interpersonal skills
- Strong organizational and time management skills
- Strong analytical ability and problem-solving skills, particularly in a technical environment

- Bilingual (English/French or English/Spanish in particular) is a strong asset and these candidates will be given preference
- An understanding of transportation management concepts, experience with transportation software, and/or a working knowledge of SQL is an asset
- Valid G driver's license

Applicants who match this description are encouraged to apply online with a resume with a cover letter, in PDF format, at [www.busplanner.com](http://www.busplanner.com). Our offer of employment will be conditional on the provision of a clear criminal records check.

For more information about us, visit [www.busplanner.com](http://www.busplanner.com).