



Join Our Team!

About Us

BlueBird iT Solutions Inc. is Canada's leading healthcare-focused Managed Service Provider (MSP). We support hundreds of medical clinics and healthcare organizations nationwide, helping doctors and their teams deliver better patient care through secure, efficient, and reliable technology.

Recognized by Canadian Business and Maclean's as one of Canada's Fastest-Growing IT Companies, BlueBird continues to grow by combining operational excellence with a deep understanding of healthcare.

Our success is built on trust, responsiveness, and technical mastery — values we live every day through our commitment to our clients and each other.

Working With Us

At BlueBird, our team members are family. We believe in you, your growth, and your potential to make an impact. We nurture a culture of excellence, integrity, and continuous learning. Here, your ideas are valued, your contributions matter, and your work helps shape the technology that supports Canada's healthcare system.

Perks & Benefits

We understand the importance of your well-being. At BlueBird, we ensure that your physical, financial, and emotional needs are well taken care of. We know that the better we equip you to succeed in your career and life, the more energy and intensity you can bring to your day-to-day work. Our comprehensive benefits package includes:

- Competitive salary
- Comprehensive health, dental, and vision insurance
- Professional development opportunities and continuous learning
- A supportive and collaborative work environment
- Team building activities
- Gym membership

Position: Service Quality & Operations Analyst

Location . . .

BlueBird iT Head Quarters, North York, ON

About the Position . . .

The Service Quality & Operations Analyst (SQOA) is a mission-critical role responsible for ensuring that every BlueBird client interaction, from Help Desk to major project, reflects our brand promise of competence, care, and reliability.

This role acts as the nerve center of operational excellence, bridging Help Desk, Service Desk, Projects, Work Orders, Client Services, and Sales. The SQOA ensures tickets are managed efficiently, communications are professional, and every opportunity to serve the client and grow the business is actioned.

In essence, the SQOA safeguards client satisfaction and ensures BlueBird runs with precision, consistency, and urgency.

Reporting to the Director of Operations & Quality, this position blends real-time operational oversight, analytical insight, and business awareness.

Key Responsibilities

Client Experience & Quality Control

- Audit client-facing tickets daily to ensure professionalism, completeness, and adherence to BlueBird's SAO (Statement–Action–Outcome) standards.
- Verify that clients receive timely, competent, and proactive support across all boards (Help Desk, Projects, Work Orders, Client Services, Sales, and Proactive Care).
- Identify early warning signs of client frustration or dissatisfaction and escalate before they impact relationships.
- Ensure client-facing communications demonstrate BlueBird's empathy, clarity, and technical mastery.
- Confirm that every project, order, or service request meets the quality and timeliness our clients expect.

Ticket Oversight & Operational Flow

- Monitor ticket queues daily to ensure tickets are properly categorized, assigned, prioritized, and progressing toward closure.
- Track and push through aging work orders, stalled client service requests, and unworked sales opportunities.
- Coordinate with PMs, procurement, and field technicians to ensure deliverables (hardware, onsite visits, installations) are completed on schedule.
- Reassign or bundle tickets as needed to maintain queue health and reduce client wait times.

Data Analysis & Continuous Improvement

- Analyze daily, weekly, and monthly performance data across all service boards.
- Identify recurring issues, SLA breaches, and inefficiencies that could impact client satisfaction or revenue.
- Develop dashboards and reporting tools to measure queue health, backlog trends, and team performance.
- Recommend workflow improvements, automation, or training interventions to eliminate root causes.

Coaching, Feedback, and Enablement

- Provide regular feedback to technicians and project managers based on ticket audits.
- Coach staff on documentation quality, communication style, and process adherence.
- Create quick-reference guides, SOP updates, or knowledge base entries for common errors or process gaps.
- Partner with HR and leadership to align training, coaching, and KPI reviews.

Required Qualifications

- 3–5 years' experience in a Managed Service Provider (MSP), Service Desk, or IT Operations role.
- Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field
- Strong understanding of IT service delivery workflows, ticket lifecycle management, and SLA frameworks.
- Familiarity with PSA platforms, ticketing systems, or CRM tools (such as ConnectWise, Halo PSA, or similar)
- Strong analytical and reporting skills (Excel, Power BI, or equivalent).
- Proven ability to identify process gaps and drive measurable improvement.
- Excellent verbal and written communication skills
- Strong organizational and time management skills with attention to detail
- Professional, outgoing, and service-oriented personality with a collaborative mindset
- Ability to build and maintain trust with clients while managing multiple priorities in a fast-paced environment

Desirable Qualifications

- Bilingual or multilingual skills (e.g., English and French).
- Ability to commute or relocate to the required location (e.g., North York, ON)

Ideal Candidate

You are [proactive](#), [analytical](#), and [client-obsessed](#).

You understand that every ticket represents a client's trust — and an opportunity to show BlueBird's excellence. You combine empathy with accountability and never lose sight of the business impact behind every task.

You are:

- **Analytical:** You find patterns and insights others miss.
- **Disciplined:** You ensure nothing slips through the cracks.
- **Empathetic but firm:** You coach for excellence and hold others accountable.
- **Process-minded:** You build repeatable systems that scale.
- **Business-aware:** You know that happy clients and efficient operations fuel growth.
- **Aligned with BlueBird's Core Values:** Operational Integrity, Ownership, Efficiency, Competency, and Client Commitment.

Note: *This list is not exhaustive, and additional duties may be required to fulfill the purpose of the job*

How to Apply . . .

If you are interested in this opportunity and believe you meet the qualifications to join our team, we invite you to apply through:

- our website at www.bluebirdinc.com or
- by sending your resume via email to jobs@bluebirdinc.com

Please indicate the position you are applying for in the subject line. We look forward to reviewing your application and potentially welcoming you to the BlueBird IT Solutions Inc. team!