

Position:	Systems / Support Specialist (Manufacturing)
Company	Delta Pacific Seafoods (www.deltapacific.ca)
Location:	Delta, BC
Category:	Food Manufacturing / Production
Job Type:	Full Time – Permanent / Salary

Delta Pacific Seafoods is the largest fresh, frozen and value-added seafood operation in British Columbia, specializing in high-quality custom seafood processing, value-added and cold storage services.

Position Summary:

Working as part of a larger team the Systems/Support Specialist will help, assist, guide and mentor stakeholders with the configuration and implementation of the company's ERP system. Reporting to the Operations Manager, this position will lead the digitizing of production floor systems and processes to make them more efficient and user friendly.

The right candidate will have the following attributes:

- **Hands-On** – is engaged with the day-to-day business; not afraid to go the extra mile to find a solution.
- **Service Oriented** – is patient and enjoys supporting employees at all levels of the company.
- **Technology Focused** – is excited about introducing new technology solutions and is committed to end user training and support.

This role requires excellent soft skills, a hands-on approach, and a strong commitment to learning the business.

Responsibilities:

- Work with a larger team of internal and external stakeholders to configure, develop, implement, and maintain technology solutions.
- Build collaborative relationships with all stakeholders (end users, supervisors, production staff, IT department, and project consultants).
- Function as an in-house specialist for trouble shooting problems on the plant floor.
- Lead and coordinate testing of new tools/upgrades working with the Operations, IT, Production teams, and other stakeholders, as necessary.
- Train end users to use the new Emydex production system (for eg.scan items into inventory, lookup sales orders, check inventory etc.)
- Support end users of production system to ensure team is made aware of new functionalities and efficient usage of the system.
- Follow up with end users and provide information regarding the status of problems and plans to resolve them.
- Write/built and maintain systems and user support documentation.
- Participate in customized software development by third party consultants.
- Identify opportunities to increase efficiencies (e.g., replace manual systems/processes with appropriate digital solutions).

Requirements:

- Diploma in Business Information Technology Management (Enterprise Resource Planning) from BCIT or a bachelor's degree in computer science or equivalent work experience.
- Ability to provide Tier 2 support for a manufacturing ERP system.
- 3+ years of proven working experience with design, implementation, maintenance and support of ERP solutions (within the manufacturing environment is ideal).
- Previous experience with manufacturing or WMS Software is an asset.
- Strong interpersonal skills – ability to communicate and interact with a diverse team.
- Ability to cultivate strong and effective working relationships.
- Ability to work under pressure in a fast-paced environment.
- Willingness to work overtime and weekend hours if needed.
- Access to a vehicle is required.

To apply email your resume to hr.dps@deltapacific.ca

We thank all candidates for their interest and advise that only those under consideration will be contacted.