

Position – Systems Support Specialist Full-Time

OVERVIEW: Primary responsibilities include help desk monitoring, workstation configuration, system training, becoming an enterprise system expert, master data setup, and implementation and maintenance of customer system integrations.

REPORTS TO: Continuous Improvement Manager (CI Mgr.), Main Office

WORK HOURS: Monday – Friday, 8AM to 5PM

*Weekends/Holidays as needed based on project-related work

DUTIES AND RESPONSIBILITIES:

- Coordinate new workstation installation and setup
- User software/application training
- Monitor, assist, and distribute internal help desk inquiries
- Troubleshoot user errors, user network and system complaints
- Provide remote system support (to offsite locations) as required
- Serve as a liaison between InterChange and outside IT vendors
- Assist with network maintenance, updates, and implementations by coordinating and communicating update and maintenance windows
- Develop knowledge of network infrastructure by understanding servers, applications, and services
- Achieve and maintain Camelot 3PL Software “Certified System Manager” status that pertains to enterprise Warehouse Management System (WMS)
- Develop thorough understanding of WMS backend and user interfaces
- Setup and configure new customer master data in WMS and assist with maintaining database accuracy, completeness, relevancy, and testing.
- Assist with implementation, testing, and maintenance of integrations with customer systems
 - EDI X12 (electronic data interchange)
 - Data Interface
 - API
- Collaborate with Continuous Improvement, Customer Service, and Operations to complete WMS project improvement related tasks
- Build training documentation and conduct WMS and systems training as required
- Schedule and maintain automated reports list
- Visualize and voice observations related to how changes to IT infrastructure can improve efficiency and accuracy in warehouse operations

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REQUIREMENTS:

- Bachelor's degree in Information Systems, Computer Science, Business Management, or other related field or equivalent work experience
- Must be proficient with all Microsoft Office Applications
- Strong written, verbal, and interpersonal communications skills including ability to listen attentively and to communicate information clearly and effectively
- Hunger to learn, apply, and embrace the value of IT in the logistics/distribution environment
- Demonstrated strengths in organization, attention-to-detail, reasoning, critical thinking, and problem solving skills
- Ability to react quickly, adapt, and prioritize schedules
- Willingness to work with outside IT vendors as required
- Willingness to work after hours, weekends, and holidays as necessary
- Willingness to travel to remote/satellite locations as required (250 mile radius)