



ContainerWorld
Serving the Beverage Industry

ContainerWorld Forwarding Services Inc.
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Business Systems Analyst
Job Posting: CW20-014

ContainerWorld located in Richmond, British Columbia is a premier logistics provider for the beverage industry; privately owned company with approximately 430 employees throughout its three BC facilities. ContainerWorld also operates in Ontario and Nova Scotia.

ContainerWorld's Information Technology infrastructure consists of industry leading equipment and professionals. The core of our system utilizes an Oracle ERP application operating across our complete Cisco communications network with Dell EMC compute and storage, headquartered in our redundant and environmentally monitored data center. Leveraging these systems is our in-house team of I.T. professionals including software developers, database administrators, projects managers, business analysts and network engineers. ContainerWorld actively supports Lean Six Sigma concepts.

Job Title/Hours:

Business Systems Analyst Mondays to Fridays 8:30am to 4:30pm – Full Time

Position Overview:

Working independently, with some guidance from others as required, solves organizational information problems and opportunities by analyzing requirements; designing software storyboards and recommending and implementing system controls and protocols to improve the overall accuracy and efficiency of the company operations. This includes technical and standard operating procedure documentation, quality assurance procedures, data mining and customer/user communication.

Main Duties:

Define standard operating procedures by studying business functions, gathering information and evaluating output requirements and formats

- Liaison between departmental end users, technologists, customers and suppliers
- Document results using standardized methodologies such as process maps, swim lanes, and fishbone diagrams to support standard operating procedures
- Monitor and audit defined processes for ongoing compliance and benefits
- Maintain versioning and change management for SOP libraries

Identify and implement process continuous improvement opportunities

- Participate in change management and continuous improvement teams to provide principle knowledge on cross-functional activities

Data mining and analysis

- Maintain functional and practicing knowledge SQL (structured query language)
- Provide data extraction for requirements, continuous improvement and requests

Prepare business case studies and detailed requirements for change management initiatives

- Assess opportunity yield, demand and initiative justification
- Determine initiative deliverables and define detailed project requirements
- Define key scenarios for concept illustrations and software storyboards

Perform quality assurance testing, training, and implementation system support for change management initiatives

- Execute test data scenarios to valid and perform system stress testing for stability and bug identification
- Document end user training material and perform scheduled user training
- Provide go-live operation and system support during transition from project to support teams

Provide enterprise system analysis and configuration for commercial software systems

- Maintain functional knowledge for system configuration to meet operational requirements
- Liaison with external commercial software engineers on projects and continuous improvement initiatives beyond in-house expertise and access levels

Others:

Preferred Knowledge, Skills and Abilities:

- Bachelor Degree plus 4 to 6 years experience
- Strong judgment is required to create alternatives outside of existing practices and/or policies to ensure the most effective system solution is in place
- Problem solving involves engaging in analytical thinking with an appreciation for strategic impact resulting from changing operational requirements
- Independent thinking and analysis are required to handle system development
- Good verbal and written communications skills are needed

ContainerWorld offers an attractive package which includes excellent benefits and competitive compensation. To apply for this position please email your resume and salary expectations to careers@containerworld.com. We thank all applicants for their interest; however, only those selected for an interview will be contacted.