



## Application Support Analyst

Location: Delta, BC

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Western Canada and the United States. Headquartered on Annacis Island, Delta, BC, we have 14 locations and 240+ employees. TransCold provides exclusive access to the most recognized and popular brands in the world with industry best product variety and customer service. We deliver to Major Grocery, Drug, Gas & Convenience, chain retailers and independent retailers across Western North American markets through Direct to Store Delivery (DSD) and Warehouse Fulfillment, and provide services for mobile vendors, corporate events and third-party logistics (3PL) customers.

We have an immediate opening for a full time Applications Support Analyst to join our team IT Team in Delta. Reporting to the Information Systems Manager, the appointee will be responsible for the following:

### Key Responsibilities include:

- Primary contact in providing prompt response and timely resolution to inquiries and technical issues in business applications and data reports.
- Collaborates with IT teammates and business group in the triage and resolution of application and/or data report related issues and/or defects.
- Monitors and maintains business application data integrity; monitors and maintains business application data exchange with third-party applications and services.
- Liaison with third-party application providers/developers on complicated issues and/or defects.
- Participates in business application related projects as subject matter expert and/or project liaison.
- Serves as business application subject matter expert in business process improvement related projects.
- Maintains and updates business application related documents.
- Conducts end user training on TransCold business applications.

### Key Qualifications for this Role:

- University degree in Computer Science, Information Systems or equivalent
- 3-5 years of progressive hands-on experience in maintaining and supporting business applications and data reports
- Proficient in Structured Query Language (SQL)
- Working knowledge with PHP, C#, and SSRS
- Strong customer focus, ownership, urgency and drive
- Working knowledge of Accounting and/or Warehouse Management applications a plus
- Business analysis knowledge and/or experience a plus
- End user training experience a plus

**Our Staff Enjoys the Following Benefits:**

- Competitive Wage
- Generous Health Benefits: Medical, Dental, and Vision coverage
- RRSP Matching Program
- Disability and Life Insurance
- Paid Time Off and Holidays
- Career Advancement Opportunities

**Interested?**

To be considered for the above opportunity, please send a cover letter and an up-to-date resume to [cooljobs@transcold.com](mailto:cooljobs@transcold.com)

To learn more about us, please visit us at [www.transcold.com](http://www.transcold.com)