



## Junior Application Support Specialist (On-site)

Location: Delta, BC

### About Us

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Canada and Western United States. Since 2002, we have provided exclusive access to the most recognized ice cream brands in the world with industry-best product variety and customer service.

TransCold delivers to Major Grocery, Drug, Gas & Convenience and Independent Retailers through Direct to Store Delivery (DSD) and Warehouse Fulfillment, and provides services for mobile vendors, corporate events, and third-party logistics (3PL) customers. With 14 locations and 240+ employees, TransCold has the logistical reach to supply all regions across Canada and Western USA with a customer first attitude.

We have an immediate opening for a full time Junior Applications Support Specialist to join our IT Team in Delta. Reporting to the IT Director, the appointee will be responsible for the following:

### Key Duties & Responsibilities

- Answer support calls and tickets, providing first level application support.
- Work closely with application users to troubleshoot and resolve application issues
- Communicate any difficult situation or issue requiring assistance / escalation to the appropriate team member.
- Facilitate the on-boarding of users by ensuring that accounts and associated authorizations have been created and access to required services / applications have been verified.
- Develop and maintain training materials such as FAQs and troubleshooting guides.
- Assist in the reporting of department Key Performance Indicators (KPI's).
- Works closely with the Application Support Specialist to ensure that design documentation exists and 'Fit-for-Purpose'.

### Required Skills & Qualifications

- A minimum of 2 years application support experience within a comparable environment.
- Working knowledge of core applications and tools commonly found within the Supply-Chain sector; ERP, WMS, TMS, EDI, T-SQL, Route Optimization, RF Scanners.
- Previous experience supporting Koerber Warehouse Edge, and/or SAP Business One, and /or Descartes is highly desirable.
- Ability to work and communicate well with people from different disciplines with varying degrees of technical experience.
- Strong customer focus, ownership, urgency, and drive.

## Benefits Offered

- Competitive Pay
- Generous Health Benefits: Medical, Dental, and Vision coverage
- Disability and Life Insurance
- RRSP Matching Program
- Paid Time Off and Holidays
- An opportunity to participate in our digital transformation journey, from the ground floor
- An opportunity to be a contributing member of a high-performance technical team
- An open, team-oriented culture with opportunities for advancement

## To Apply

To be considered for the above opportunity, please send a cover letter and an up-to-date resume by replying to this ad or by sending it to [cooljobs@transcold.com](mailto:cooljobs@transcold.com) Interviews taking place soon!!! To learn more about us, please visit us at [www.transcold.com](http://www.transcold.com)

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