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## Senior IT Manager

Location: Surrey, 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.

### Overview of the Role

The Senior IT Manager leads all technology strategy and operations to support TransCold's business objectives, ensuring a reliable, secure, and efficient IT environment. This role manages the IT department—including network operations, systems, help desk, cybersecurity, and business applications—and is accountable for the IT roadmap, projects, budget, vendor relations, and IT policy enforcement.

A key responsibility is ownership of the SAP B1 ecosystem and its integrations (Koerber WMS, Descartes, SOCS, EDI), ensuring platform stability, optimization, and evolution through new implementations, upgrades, and projects. The position requires strategic vision, operational excellence, and deep SAP B1 expertise. This role requires daily, in-person presence at our headquarters in Scott Road, Surrey.

### Key Duties & Responsibilities

You will own the full spectrum of technology, ensuring IT is a strategic enabler of growth and operational stability. You will be responsible for the following:

#### 1. IT Leadership

- Develop and execute an IT roadmap aligned with business growth plans.
- Act as the primary IT Business Lead.
- Oversee all IT operations: infrastructure, cybersecurity, telecom, and service delivery.
- Own the IT budget, vendor management, and regulatory compliance (SOX, data privacy).
- Champion IT service management excellence.

## 2. SAP Business One SME & Integration Leadership

- Serve as the process owner and authority for the SAP B1 platform.
- Develop the strategic roadmap for SAP B1 enhancements, upgrades, and integrations.
- Lead the design and deployment of new functionalities and critical integrations (Koerber WMS, Descartes, EDI).
- Govern standards for configuration, customization, and data integrity.
- Manage relationships with SAP and implementation partners.

## 3. Project & Team Leadership

- Lead complex, business-critical IT projects from inception to closure.
- Build, mentor, and lead a diverse IT team spanning infrastructure, applications, user support and SAP analysis.
- Foster a culture of engagement, continuous improvement, and outstanding customer service.

## Required Skills & Qualifications

- Bachelor's degree in Computer Science, Information Systems, Business Administration, or a related field. MBA or relevant Master's degree preferred.
- Minimum of 7 years of progressive IT experience, with at least 3 years in a leadership role overseeing IT operations for a multi-site North American operations.
- Minimum of 3 years of hands-on experience with SAP Business One implementation, administration, customization, and integration. SAP B1 Certification is highly desirable.
- Proven track record of leading at least two full-cycle SAP B1 implementations or major upgrades.
- Deep technical understanding of SAP B1, Service Layer, and integration tools.
- Strong knowledge of related business processes (Finance, Warehousing & Inventory, Transportation/Logistics & Sales).
- Excellent leadership, team development, and stakeholder management skills.
- Superior communication skills, with the ability to explain technical concepts to non-technical audiences.
- PMP or similar project management certification is a plus.

## Why Join TransCold?

We invest in our people because they are the key to our success. When you join our team, you receive:

- **A Competitive Compensation Package:** A competitive base salary commensurate with experience, plus a performance incentive plan to reward your performance.
- **Outstanding Benefits for Your Well-being:**
  - Comprehensive Health, Dental, and Vision Care
  - Life Insurance, Long-Term Disability, and AD&D Coverage
  - RRSP Matching Program to secure your future

- **A Culture That Cares:**

- Generous Paid Time Off (including vacation, sick days, birthday, and citizenship leave)
- Employee Assistance Program (EAP)
- Tuition Reimbursement to support your continuous growth
- Pathways for Career Advancement within a growing company

### **Ready to Build Your Future with Us?**

If you are ready to leverage your IT leadership expertise and SAP B1 mastery to impact a growing, and dynamic company, we want to hear from you! To apply, please submit your up-to-date resume via Indeed or email to [cooljobs@transcold.com](mailto:cooljobs@transcold.com). Discover more about the TransCold difference at [www.transcold.com](http://www.transcold.com).

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