

Position Title: Business Analyst (ERP and WMS)

Reports To: IT Manager

Function: Information Technology

Overview: In the capacity of Business Analyst, you will become the functional and technical expert of Lawson M3 (ERP) and Manhattan ILS (WMS) applications. You must have strong capabilities to understand/map business processes, propose and implement new automation solutions to improve these processes.

You will be the main escalation point of contact for all ERP/WMS issues. The main responsibilities include but are not limited to:

- Assist users with systems usage issues, and ensure system stability and accuracy.
- Create and maintain documentation on system configuration, mapping, processes, and procedures.
- Provide education on application processes and functionality.
- Research system capabilities and functions to recommend better business processes.
- Maintain effective change control procedure and ensure all changes to the system, its functions or data are thoroughly tested in a testing environment before live implementation.
- Liaise with software suppliers to coordinate resolutions.
- Create and/or modify program code and scripts as required.
- Occasionally assist with basic network and desktop support, if required.

Education and Experience:

- University degree in Computer Science or related discipline.
- In-depth, hands-on knowledge of, and experience with Enterprise Resource Planning (ERP) applications and Warehouse Management System (WMS).
- Experience with Lawson M3.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Experience with MS SQL Server, including SQL queries, stored procedures and triggers.
- Solid foundation in object-oriented programming languages and techniques, especially Java.
- Experience with supply chain management, forecasting, purchasing orders, and developing reports.
- Good verbal and written communication skills and ability to master new technology.
- Ability to work independently with little supervision in a team environment.

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