



**Job Title:** IT Applications Support

**Type:** Contract

**Reports To:** Business Systems Manager

## General Description

Provide technical support to the team responsible for a subset of business systems applications and assistance in design, analysis, development, testing, and end-user training of systems implementation. Create Power BI and SSRS reports. Assists in the formulation of procedures and best practices for users of applications. Opportunities to work on:

- Enterprise applications – Microsoft Dynamics AX (ERP)
- Microsoft Power BI, Power Apps, Power Automate, SQL Server, SSRS, Azure Synapse, etc.
- Windows Servers Operation Systems and Advanced Network Management tools

## Duties and Responsibilities

- Get familiar with the existing business processes and business systems such as ERP, WMS, EDI systems and Document Management system.
- Provide analysis, testing, and deployment and provides technical support for Supply Chain teams that handle EDI transactions. Opportunities to work on: HighJump True Commerce EDI solution and EDI integration with Microsoft AX 2012 R3; functional areas such as Purchase orders, Sales invoice, ASN and barcode labeling; trading partners such as Amazon, Walmart, Target, Costco, etc.
- Enhance business system processes using Microsoft Power Platform tools such as Power BI, Power Apps, Power Automate, Flow, SharePoint, etc.
- Document the issues and communicate with team members to formulate solutions.
- Provide Root Cause Analysis, recommended resolution and communicate fluently and effectively with all levels of business users, technical teams, and management across the organization.
- Provide technical support and training to end users.
- Assist in applications systems maintenance, such as database re-index, synchronization, backup, recovery, re-start, etc.
- Assist in various development projects for applications, websites, databases, and reports.
- Maintain user security in the AD domain, Windows, and Applications level.
- May require evening and weekend work of systems support in response to business needs.

## Knowledge and Skill Requirements

- Excellent analytic and communication skills.
- Fast learner, problem solver, and team player.
- Experience with Microsoft Dynamics AX 2012 is a plus.
- Programming experience, preferred in X++, Python, Visual Studio .Net, ASP.NET, C# / VB, JQuery, AJAX, Javascript, PHP, etc.



- Experience in database environment like Microsoft SQL, MySQL, Oracle, etc.
- Acquired or pursuing a bachelor's degree in Computer Information Systems or similar major.

### **Distinguishing Characteristics**

- Has the ability to pursue and complete work assignments with minimum supervision.
- Executes work assignments competently and efficiently.
- Demonstrates the ability to plan, organize and prioritize workflow effectively.