

Software Support Specialist - Infrastructure Sector

Anything. Possible.

NorLand Limited consists of 15 specialized businesses working together as one team towards common goals. We have the unique ability to undertake complex, multi-faceted public and private sector projects within a single project. Our businesses have been making **Anything. Possible** for over 65 years!

The Infrastructure Sector at NorLand Limited has an exciting opportunity for a **Software Support Specialist** that will work out of our Burnaby office and at various project sites. Reporting to the VP Operations for our Infrastructure Group, with dotted line reporting to the Director of IT, this role will be responsible for ensuring that critical business systems (primarily B2W ONE) effectively support business strategies, objectives, processes, and practices.

Responsibilities:

- Continually look for opportunities to maximize usage of the system to ensure on-going business process improvement and implementation of best practices
- Work with users to troubleshoot system problems, address technical issues, and test system solution
- Work closely with team members and other business areas to mitigate risk around shared elements and critical system dependencies
- Configure system changes and changes to common data elements across modules, write queries to pull information from the system, and conduct system audits to ensure data integrity
- Establish clear lines of communication and act as the acknowledged expert and primary point of contact for all business system users
- Ensure established operating standards and policies are adhered to
- Identify opportunities to further take advantage of the system, keep up to date with new and upcoming functionality and promote enhancement to the business system
- Provide technical leadership advice and system recommendations to business area team members and other corporate department stakeholders
- Develop relationships and work closely with the business system solution team to improve knowledge and effectiveness of the system
- Identify training needs and develop and deliver training to end users
- Collect and organize user feedback and trouble ticket data to identify areas of continuous improvement to the system to increase the value of the system to NorLand

Education & Experience:

- Minimum of three (3) years' recent related experience within a large organization with an emphasis on business systems and reporting or an equivalent combination of education, training, and experience
- Extensive experience with complex business systems, preferably in the construction industry
- Understanding of project planning, project controls, scheduling and timekeeping are essential
- Experience with B2W ONE platform application management and implementation
- Experience with Explorer Eclipse application management would be an asset

Knowledge & Abilities:

- Expertly applies knowledge of business system modules relating to the designated business area (Scheduling & Timekeeping) and maintains an understanding of interdependencies with other modules
- Uses an understanding of business functions and processes to enhance and create efficiencies through enterprise application systems
- Maintains a strong sense of ownership and a results-oriented attitude to continually improve processes and systems, enhance efficiency, and contribute to overall organizational success

- Uses strong communication skills and the ability to establish and maintain positive relationships with stakeholders
- Applies solid technical and troubleshooting abilities in the provision of business systems & integrations support
- Exercises strong initiative, self-direction and problem-solving abilities to identify gaps and opportunities for improvement
- Keeps abreast of technological changes, anticipates opportunities, and ensures readiness for future technology changes and enhancements
- Strong organizational and time management skills and the ability to effectively manage multiple priorities and competing demands with tight timelines
- Excellent verbal and written communication skills including the ability to clearly present information to various audiences in both formal and informal settings
- Focus on customer service with the proven ability to develop and maintain effective relationships with team members and internal and external stakeholders.
- Strong problem-solving skills

If you feel you are qualified for this role, please submit your resume to recruitment@norlandlimited.com quoting **“Software Support Specialist”** in the subject line.

NorLand Limited is committed to equity, diversity and inclusion in our recruitment and hiring practices.