

## **Application Support Specialist Mega Group Inc. – Saskatoon office**

Mega Group Inc. is Canada's largest retail buying and support group of independent furniture, appliance and consumer electronics retailers. We are dedicated to providing programs that stimulate growth and promote success. Our vision is to be the essential supplier of retail services ensuring the continued success of the Independent Home Goods retail channel in Canada. As a Platinum Member of Canada's Best Managed Companies, we serve over 600 retail members across the country with offices located in Saskatoon, Toronto and Montreal.

We are proud to provide an employee-friendly work environment, where work-life balance is a priority. We value the talents and abilities of our employees and strive for an open, flexible, cooperative, and dynamic work environment.

We are seeking an Application Support Specialist in our Saskatoon office. Reporting to the Senior Director IT, the incumbent's primary responsibilities will be:

- Setup, configuration, testing and maintenance of internal and cloud based applications, with an initial focus on ERP, OCR and CRM applications.
- Provide end user training and support to ensure the smooth operation of the business with an emphasis on identifying opportunities for continuous improvement.
- Coordinate with internal developers, stakeholders and 3<sup>rd</sup> party partners/providers in application upgrades, bug fixes, and the development of new functionality/enhancements. Act as the point person, ensure they are completed as per schedule/agreement and adhere to budget.
- Ensure the applications are performing optimally and end users/Mega Group are maximizing the business value of said applications.
- Perform research, analysis and make recommendations on new applications, cloud solutions, and software as a service offering that meets new requirements from users and projects.
- Demonstrate exceptional customer services standards with both internal and external customers.
- Develop a strong understanding of the workflow and process requirements of business units related to applications.

### **Qualifications**

- 3-5 years of related experience.
- Preference will be given to candidates with experience or knowledge with Microsoft Dynamics AX 2012 ERP, DocAlpha OCR, or Microsoft Office 365 CRM.
- Some post-secondary education in Computer Science or a related field would be considered an asset.
- Demonstrated ability to be the subject matter expert in supporting, maintaining, and administering complex applications.
- Knowledge and experience with Business Intelligence concepts and platforms.
- Strong documentation skills with a focus on application processes required to maintain the applications and provide support to end users.
- Excellent problem solving/analytical skills, knowledge of analytical tools, and complex troubleshooting methods.
- Excellent verbal and written communication skills.
- Bilingualism (English/French) would be considered an asset.

***Please apply in confidence no later than May 31, 2019 to [hr@megagroup.ca](mailto:hr@megagroup.ca)***

***\*Please note that only those candidates selected for an interview will be contacted.\****