



JOB POSTING

Business Systems & ERP Reporting Manager

About the Role

Under the general supervision of the Chief Operations Officer, the Business Systems and ERP Reporting Manager performs a broad range of business, systems and data analysis tasks, in addition to system testing and report writing. The Business Systems and ERP Reporting Manager is a key member of the team that will work with stakeholders from various organizational departments in support of current and future business processes, applications and reporting.

This role will be expected to perform requirements analysis and create functional design processes, while ensuring testing and documentation services for enhancements and projects are completed successfully. The Business Systems and ERP Reporting Manager is involved in the product life cycle and is required to liaise between our clients, staff and external development teams to ensure detailed requirements are understood, communicated and documented.

The successful candidate will thrive in a small-team environment where no day is the same, will embrace change and ambiguity as an opportunity, will work well under pressure and will roll up their sleeves to get the job done.

What we offer

- Fast-paced, commercial not-for-profit start-up environment where every day is a different challenge
- Small-team culture where we are “all in it together” and have each other’s back
- Competitive total rewards package including extended health benefits, flexible work arrangements
- Development opportunities and a chance to be involved in the “whole business”
- A challenging yet rewarding opportunity which will drive you to achieve

The Role (Key Responsibilities)

Business Analysis

- Assists in the development and execution of test plans to ensure new system enhancements meet the requirements of the organization.
- Serves as a liaison to other business teams in the planning, coordination, development and deployment of multi-team enhancements or projects.
- Identifies, maps and documents new and existing business processes and procedures.
- Structures and prioritizes business requirements and communicates plans with stakeholders for review and approval.
- Recognizes deficiencies, analyze data and information, and determine potential solutions from both a technical and business perspective.
- Prepares reports to senior management supporting recommendations on changes to the organizations business rules, methods and processes.
- Performs triage on business or stakeholder reported issues as required.

Systems Analysis & Management

- Works with the various business departments and technology teams to manage system and user requirements and documentation.
- Manages the office technology (ie. phone system, IT network, productivity software solutions, ERP/Fulfillment system, etc.) and associated vendor relationships
- Collaborates with multiple internal and external teams to ensure business and system deliverables meet the required specifications.
- Manages the business-facing UAT process by performing smoke testing, test case validation, and obtaining business approvals on UAT for scheduled production deployments.
- Validates enhancements to web pages and applications to support the implementation of processes and procedural changes.
- Collaborates with the business and technology teams to resolve issues and ensure solutions are viable and consistent.
- Assists in the creation of system guidelines and manuals for the organization.
- Ensures training needs are met for new or existing applications and features.
- Monitors system operations including troubleshooting issues and appropriate escalation.

Reporting

- Produces and distributes daily, weekly and monthly reports and create new reports as required.
- Develops and prepares management information reports from data in the organization's multiple information systems.
- Works with various business teams to create statistical and quantitative reports in support of policy, process analysis and improvements.

The Job Requirements

- Knowledge of office/facility systems and technology, and managing technology-vendor relationships
- Advanced knowledge of SQL Queries and proficiency using Crystal Reports combined with experience in data analysis and interpretation.
- Excellent interpersonal, oral and written communication skills to solicit requirements, provide troubleshooting support, prepare technical documentation and reports on issues, risks and solutions to all levels of staff, management councilors, the public and external contacts in person, by phone or in writing.
- Excellent organizational, prioritization and multi-tasking skills to manage a workload with competing demands and deadlines.
- Experience using a variety of software productivity tools including Microsoft Office
- Excellent communication skills (verbal and written)

Bonus Content (To be successful)

- Committed, flexible and reliable
- Strong understanding of business processes and related technology enablers
- Excellent time management skills to ensure capacity to handle various projects and to prioritize work
- Possesses a highly developed critical thinking ability and a strong problem-solving capacity.
- Can conform to shifting priorities, demands and timelines

Experience/Education/Certifications



- Bachelor's degree in business analysis, computer science or other related discipline, or an equivalent combination of education and experience.
- 5+ years of related business systems & analysis experience
- Demonstrated ability to work as a team member, demonstrating leadership and organizational capabilities.
- Strong facilitation, negotiation and persuasion techniques to achieve consensus on business processes and requirements.
- Excellent organizational, prioritization and multi-tasking skills to manage a workload with competing demands and deadlines.

About eTracks Tire Management Systems

It is an exciting time to be engaged in environmental stewardship!

The Province of Ontario has fundamentally changed the legislation that governs tire recycling. Called “**Individual Producer Responsibility**”, the new model makes ‘obligated companies’ (ie. automobile manufacturers, tire manufacturers, tire importers, and tire distributors) **accountable** for ensuring that their share of used tires are recovered and recycled according to standards set by the government.

We are committed to providing seamless, efficient, and responsible service.

By building **strong relationships** with tire producers, distributors, retailers, and suppliers of ‘End of Life Tires’ (ELT) services, and by establishing **best-in-class** corporate governance, oversight and management processes, eTracks will assist the tire producers, manufacturers and importers to meet their legislative obligations under the Ontario Resource Recovery and Circular Economy Act (RRCEA). Learn more about eTracks here: www.etracks.ca

Interested applicants are invited to submit their resume and cover letter to recruitment@etracks.ca, indicating “**Business Systems & ERP Reporting Manager**” in the “Subject” line.

We thank all candidates for their interest, however only those candidates selected for interviews will be contacted.

eTracks Tire Management Systems is an equal opportunity employer and strives to ensure that its hiring process meets the needs of all persons with disabilities. As such, eTracks Tire Management Systems will provide reasonable accommodation for any applicant, as requested during the hiring process.