

Job Title: Business Systems Administrator

Location: Cambridge, ON

Schedule: Hybrid

Reports To: Director, Information Systems

Company: Jamesway Incubator Company Inc.

Company Description

Jamesway Incubator Company Inc. (JIC) is a global provider of commercial Poultry Incubation Products and Services. Jamesway is a privately held company, headquartered in Cambridge, Ontario, Canada and operates subsidiaries in the United States, United Kingdom and China.

Jamesway is a leader in the poultry industry, committed to innovation and excellence. We specialize in developing state-of-the-art incubation products that meet the evolving needs of the poultry sector. Our team is driven by a passion for delivering high-quality, reliable, and innovative solutions that empower our customers.

Today, Jamesway is one of the top three brands worldwide in Poultry Incubation, has a customer base reaching into every corner of the world.

Position Description & Scope

This position will be responsible for bridging the gap between IT applications and the rest of the business. The primary focus will be the ERP system, however this role will interface with other applications, as needed. This will require someone to be well versed in IT business applications and be able to provide solutions and recommendations to address business needs. This person will need to understand how systems and tools work, but also understand how business functions operate.

Position Duties & Responsibilities

- Administer configuration and integration of business systems
- Support all aspects related to the ERP system - Infor CloudSuite Industrial/Syteline (v10 MT Cloud)
- CSI, Factory Tack, OS Portal, ION, Rhythm, PIM
- Provide end-user support including user set-up & permissions
- Design and implement system personalizations as needed
- Create Custom Reports (Dataviews)
- Implement and Maintain system integrations, ensuring seamless data flow between Infor and other business applications
- Develop and maintain system documentation - Integrations, configuration & customization details
- Monitor System Performance and troubleshoot issues

- Manage monthly uplifts
- Stay informed of the latest Infor Technologies, recommending and implementing improvements to optimize system
- Participate in the evaluation and selection of additional modules to enhance the ERP system
- Provide day-to-day IT support and troubleshooting software applications and hardware

Qualifications

Education

- 4-year degree in Business, Information Technology, Computer Science or related field, or
- comparable experience

Experience

- 3-5 years of experience with Infor/CloudSuite Industrial/Syteline
- 3-5 years of direct IT experience (help desk support, network administration, desktop support, IT operations)

Interpersonal Skills

- Self-directed and self-motivated to dig into business process details
- Ability to prioritize, plan, schedule, focus, and act on several projects or problems simultaneously
- Must show confidence, professionalism and diplomacy while dealing with complex problems
- Exceptional written and verbal communication skills
- Ability to articulate technical issues to testers, developers, managers and coworkers
- Able to work independently or as member of a team; must be organized and meet deadlines in stressful situations

Why Join Us

- Be part of a team that is dedicated to innovation and excellence in the poultry industry.
- Collaborate with a passionate and skilled team to bring groundbreaking products to market.
- Enjoy opportunities for professional growth and development.
- Competitive salary and benefits package.
- Hybrid work schedule

How to Apply

Interested candidates are invited to submit their resume and a cover letter detailing their qualifications and experience.

Jamesway is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.