



Business Systems Analyst – Vancouver, BC

Trialto Wine Group Ltd. is seeking a Business Systems Analyst to join our team in our Yaletown office. We are a dynamic company with a focus on wines of 'People, Place, and Time'. We represent some of the best family wine businesses from around the world, and work to ensure they are sold and marketed effectively in our market.

Job Overview:

The Business Systems Analyst will report to Trialto's Vice-President for Western Canada and will act as the main point of contact across all Trialto's ICT systems for our Western Canada market. Working closely with all levels of the organization, the Business Systems Analyst will bridge the gap between end users and technology providers by working with stakeholders to understand their needs and to identify appropriate solutions. The Business Systems Analyst will ensure that all our systems are functional, maintained and supported. This person is also responsible for analyzing Trialto's ICT systems and data and recommend changes and improvements to increase overall efficiency and effectiveness.

Main responsibilities include but not limited to:

- Maintain, support and act as the main point of contact for Trialto's different systems. Take lead for troubleshooting issues and act as liaison between employees and our different service providers.
- Systems administration for onboarding and offboarding users: create new users, deactivations, permissions changes and role assignments.
- Salesforce (CRM software): Develop basic reports and make changes to custom objects, fields and relationships if appropriate.
- Manage the company mobile corporate plan.
- Contribute to internal data efficiency and improvement strategies for web, server and email-based content.
- Evaluate business processes, elicit and document user requirements, and uncover areas for improvement
- Perform quality assurance for all systems.
- Update, implement and maintain ICT procedures, workflows and system processes.
- Provide training, coaching, and guidance to staff regarding our systems and processes.

Job Requirements:

- Post-secondary degree in Commerce/Business Administration, Management Information Systems or a related field from a recognized College or University.
- Minimum 2 years of experience in a vendor management / customer service role.
- Experience using Salesforce CRM software a strong asset.
- Ability to translate business requirements into technical requirements, while documenting process in a clear and concise manner.
- Fundamental analytical and conceptual thinking skills.
- Strong process improvement and problem-solving skills.
- Strong communication and relationship building skills with a customer service orientation.
- Knowledge or experience with various business components (ie: marketing, sales, logistics, accounting).

- Experience working in the wine industry and knowledge of how different Canadian markets operate considered a strong asset.
- A passion for wine, combined with wine education an asset.

Compensation: Trialto offers market competitive base salary along with extensive employee benefits including: extended health care coverage, a health spending account, RRSP Matching along with monthly transit pass reimbursements.

Please send resume and cover letter to Human Resources: greatcareers@trialto.com

Application deadline: August 17th, 2018

Only candidates selected for interviews will be contacted.