



## JOB PROFILE

<b>Date:</b>	March 13, 2023
<b>Position:</b>	ERP and Production System Administrator
<b>Status:</b>	Permanent, Full Time
<b>Shift:</b>	Monday to Friday
<b>Hours</b>	8 Hours/Day
<b>Location</b>	Burnaby, BC
<b>NOC / O*NET-SOC</b>	21221 / 15-1244

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Hemlock Printers Ltd. is an internationally recognized leader in print communications with our manufacturing plant in Burnaby, British Columbia and sales associates in Burnaby, Seattle and San Francisco. For more information, please visit [www.hemlock.com](http://www.hemlock.com).

We have an immediate opening for an **ERP and Production System Administrator** in our IT Department. This position is responsible for supporting, maintaining and enhancing our ERP and production systems to ensure optimum level of data accuracy, security, stability, and performance. Key areas of responsibility include end-user support, master data management, testing and installation of software updates, resolving technical issues, and monitoring performance.

As the ERP and Production System Administrator, you must be capable of doing research and learning the details of Microsoft Business Central, as well as other production software packages. You should be able master new concepts and software packages and be able to apply, utilize and teach these concepts.

## GOALS OF THE POSITION

- Ensure the smooth and aligned day-to-day operation of the Business Central & PrintVis platform
- Provide excellent customer support for end-users of Hemlock's ERP and other print production software
- Support with the design, testing, training, and implementation of new business processes & workflows that utilize ERP features
- Become Hemlocks software expert for ERP and print production software with respect to the day-to-day operation, cross integration and continuous improvement of these platforms

## POSITION RESPONSIBILITIES

- Administer the Business Central platform, including:
  - New user setup and user management including user profiles, permissions & licenses
  - Integration with production equipment, such as printers, folders, and finishing equipment
  - Overseeing the resolution of all ERP support issues
- Research the use and management of the Heidelberg Prinect platform
- Manage, maintain, and troubleshoot the Prinect production system including integration with Business Central
- Assist with the integration of currently used 3<sup>rd</sup> party add-ons and production software as needed
- Assist developers with the integration of in-house developed tools
- Develop reports for departments on an as-needed basis:
  - Maintain existing and develop new Business Central report templates
  - Maintain existing and develop new reports using PowerBI and Jet Reports
- Develop & document business workflows to implement ERP features and provide training to employees



- Assist with upgrades of Microsoft Business Central to the latest version, including testing, workflow integration, and 3<sup>rd</sup> party add-on integration
  - Assist with the subsequent implementation of Business Central at Hemlock Harling
- Support the integration of future 3<sup>rd</sup> party add-ons and software as needed

### SKILLS & QUALIFICATIONS

- Minimum of 3 years relevant experience administering an ERP system, ideally in the manufacturing industry, including experience with:
  - The Quote->Order->Job->Ship manufacturing cycle
  - Warehouse management, including inventory items vs production items
  - Invoicing, including ledger entries and record postings
- Understand authentication and authorization between multiple systems, servers, and environments
- Understand the methodology of integration of multiple data sources and databases into a single system
- Knowledge of the Microsoft Azure cloud environment
- Ability to multi-task, effectively manage priorities and move efficiently between different tasks
- Ability to work co-operatively and effectively both as a team member and leader in a team when required
- Ability to research, understand and apply complex topics
- Strong written and verbal skills
- Knowledge of relational databases such as Microsoft SQL Server; experience writing SQL queries
- Experience with the following is considered an asset:
  - The print industry, including PrintVis, Presswise, Heidelberg Prinect, and JDF
  - PowerBI, Jet Reports or other similar reporting tools
  - Microsoft Business Central
  - Programming and scripting skills, Javascript, .NET, SQL

### BENEFITS

- Extended Health and Dental (incl. of Vision & Prescriptions), Life, AD&D, Short-term Disability and Long-term Disability Insurance package
- Vacation and Care/Sick pay
- Group RRSP
- Profit Sharing
- Employee & Family Assistance Program
- Transit/Compass Card program
- Free Electric charging stations & onsite parking

Hemlock Printers is committed to building a diverse and inclusive workplace. We strive to ensure our internal policies and practices recognize the value of diversity, inspire employee participation and are free of barriers for advancement. Our goal is to provide equal possibility for everyone and for every employee to feel safe, valued, empowered, and respected for their contributions to our shared purpose. All those who would contribute to the further diversification of our community are encouraged to apply.

If you are interested in this opportunity, please forward your resume to [hrd@hemlock.com](mailto:hrd@hemlock.com) and quote **ERP and Production System Administrator** in the email subject line.

Open Until Filled.

We would like to thank all applicants for their interest, however only short-listed candidates will be contacted.