Squamish Terminals is a deep-water, break-bulk terminal located in Squamish, BC and is a wholly owned subsidiary of Western Stevedoring, a well-established and diversified marine logistics service provider headquartered in North Vancouver with branch offices and subsidiary companies in the Lower Mainland, Vancouver Island and Prince Rupert. Our organization's success relies on our team of experienced and knowledgeable employees who embody the values that have shaped our company for more than seven decades.

Squamish Terminals has an immediate full-time opportunity to provide on-site support at our Squamish location. As the Application Support Specialist, you will be the in-house expert on our custom developed and third-party applications. You will work closely with the Software Development and IT Infrastructure team in North Vancouver to ensure platform availability and provide feedback for application enhancements.

As the in-house expert, you will effectively communicate with end users, management, developers and vendors for system configuration, issue support, problem determination and solution recommendations. As the on-site IT resource, you will analyze, review, and recommend where business problems dictate a technology solution, and play a key role in deploying and testing new and upgraded information systems.

Responsibilities

- Act as the in-house application expert in all aspects of operations, finance and administrative information systems.
- Prepare and deliver training for end users at all levels within the organization
- Maintain user documentation and contribute to the knowledge base
- Work closely with the internal Software Development team to identify opportunities to improve efficiencies, resolve issues, and deploy information systems
- Develop SQL queries, reports and Data Analytics as needed
- Setup and maintain system configurations
- Liaise with Squamish Terminals technology vendors such as our Managed Service Provider, port security, and office equipment vendors
- Participate in third-party software RFP and procurement / deployment processes
- Work with the Director of Information Technology to identify annual technology objectives and budgets in support of overall corporate goals

Qualifications

- Post-secondary diploma or degree in Computer Science
- 3-5+ years related experience
- Strong aptitude for technical learning, including demonstrated ability to learn and master custom in-house applications

- Solid understanding of relational database design and SQL
- Software development (MS Access, Visual Studio) and database administration experience (SQL Server) would be an asset
- Proficiency using MS Office suite, including Microsoft Word, Excel and PowerPoint
- Solid understanding of financial systems and accounting principles
- Strong project management and business process analysis skills
- Fluent spoken and written English skills
- Strong interpersonal and communication skills
- Experience with Marine Terminal, Stevedoring, Transportation or Logistics operations would be an asset

This position provides on-site support to our Squamish Terminals facility in Squamish, BC. Access to a vehicle is required for travel to/from our head office in North Vancouver as required.

Benefits of working at Squamish Terminals

- A generous total compensation package which includes life insurance, pension plan, extended health & dental benefits.
- Access to professional development opportunities and funding for career development.
- Additional wellness and Employee Assistance programs.
- Working for a stable, successful organization that is a significant player in West Coast port operations.
- Enjoy a company culture that is steeped in a family approach to care for employees and where community and social opportunities are highly valued.

If you are looking to broaden your horizon and are committed to making a difference, we'd like to meet you. Please forward your resume to hr@westeve.com. To learn more about our operations and company culture, please view our website at www.westeve.com.

Western Stevedoring is an equal opportunity employer.