□□□□□□□□□□-Technical Business Systems Analyst

Description
OVERVIEW:

From corrugated packaging, paper bags, retail displays, pre-print, supply and inventory management, paper mills and recycling, Atlantic is strategically positioned to provide customers with a total packaging solution.

THE OPPORTUNITY:

The Technical Business Systems Analyst, Front Office is an integral team member of Atlantic's Enterprise Applications group responsible for leveraging technology to revolutionize our core capabilities to maximize business outcomes. This role will join a growing team that will contribute to the digital delivery portfolio within Atlantic. Our technology projects underpin Atlantic's digital strategy, which is focused on systems, data, and automation.

The Technical Business Systems Analyst, Front Office will possess a strong working knowledge and technical expertise in EDI concepts, EDI systems and EDI standards.

This role will lead various EDI projects by collaborating with vendors, customers, Operations, and IT team members to design and develop EDI solutions to support business strategies, and to ensure proper system integrations and operation.

Location: Scarborough, Ontario (currently hybrid)***

RESPONSIBILITIES:

- Test, implement and maintain EDI transaction and file problems.
- Develop and maintain trading partner definitions to include relevant translation objects using EDI translation software tools.
- Handle communications with trading partners for EDI transaction set-up and ongoing maintenance
- Coordinate between trading partners and networks to ensure mapping compliance.

Hiring organization
INTS Consulting □□□□□□□□□□

Date posted
2023□9□18□

- Develop, modify, and document mappings as per EDI specifications documents provided by trading partners.
- Perform internal testing with back-end applications.
- Coordinate end-to-end EDI testing with trading partners.
- Provide clear status updates to management on the progress of all ongoing EDI implementations.
- Monitor the production environment and proactively prioritize, communicate, and resolve any EDI process or system issues both internal and with trading partners.
- Support setup of new EDI connections between trading partners
- Resolve technical mapping variations or gaps.
- Develop guidelines, checklists, procedures, and training documentation.
- Monitor the daily processing of EDI transactions.
- Manage all EDI systems, health checks, issue analysis, maintenance.
- Document and revise mapping specs as needed.
- Identify and resolve missing transactions.
- Collaborate with trading partners and the other departments in understanding, formulating, and communicating the status and resolution of issues, changes and enhancements.
- Plan upgrades, maintenance, and communication to customers and/or internal team.
- Provide EDI support companywide via support ticket system.
- Perform other duties as assigned.

ROLE REQUIREMENTS:

- Degree or diploma in computer studies or related field of study
- 5+ years' experience with integration and implementation of EDI trading partners and support experience
- Full understanding of mapping and supporting EDI, ANSI, X12 standards as well as XML and flat file schemas
- Programming Skills in JAVA/RPG/PYTHON
- Experience of AS2, FTP/sFTP protocols and Value-Added Networks
- Set up and management of trading partner profiles.
- EDI operations support experience
- Experience with commercial EDI software tools, preferably OpenText, Boomi, Cleo
- Experience working with EnCore\Baan\Infor LN
- Proficient in Microsoft Word, Excel, PowerPoint, and Visio.
- Strong planning, prioritization, and time management skills.
- Self-motivated with a focus on driving results and strong sense of accountability.

COMPETENCIES:

Customer Focus – Personally demonstrates that external and internal customers are a high priority. Identifies customer needs and expectations and responds to them in a timely and effective manner. Anticipates and prevents delays or other things that can adversely affect the customer. Keeps customers informed about the

status of pending actions and audits customer satisfaction with products or services.

Decision Quality – Gathers enough information to allow a pragmatic assessment of risks and benefits of alternative approaches in any decision. Stays focused on objectives and considers both the short-term and longer-term impact of decisions and keeps objectives in mind throughout the process. Communicates the impact and implications of decisions. Completes the appropriate level of due diligence required to make a quick, accurate decision.

Drive for Results – Achieves results within established timelines. Understands and demonstrates that intentions, activities, and results are not the same. Pursues everything with energy, drive, and a need to finish; does not give up before finishing, even in the face of resistance or setbacks; consistently challenges self and others for results.

Leadership – The expectation of leadership is not reserved solely for only those who are in positions of authority, but from all employees. They demonstrate high integrity and are motivated by wanting to make a real difference to people by delivering a high-quality service for their customer and the organization. In positions of authority they: invest in development for the right people and identify and develop future leaders, and coach and provide candid feedback to others. They are visible and they model behaviors, competencies and values expected and inspire others to undertake challenging tasks and projects.

Teamwork – Is an effective team player who adds complementary skills and contributes valuable ideas, opinions, and feedback. Communicates in an open and candid manner and can be counted upon to fulfill any commitments made to others on the team. Ensures the right stakeholders are informed and involved where necessary. Is ready to "roll up their sleeves" as necessary.

Think and Act like an owner – Thinks and cares about the organization like an owner. Commits to and upholds organizational values, and core behaviors even under difficult circumstances. Demonstrates a strong sense of responsibility and dedication to the success of the organization. Takes appropriate risks, holds self and others accountable for measurable, high-quality, timely, and cost-effective results and openly raises a challenge even if others don't.

Atlantic Packaging is dedicated to fostering an inclusive environment where all colleagues and customers feel valued and supported. We are committed to developing our team to reflect the diversity of our communities in which we live and work and seek applicants with a wide range of abilities. If you require accommodation, please contact HR@atlantic.ca