

Business Analyst/Consultant-3rd Party Logistics

Job posting

Who we are

MAVES International Software provides advanced application solutions for 3rd Party Logistics (3PL) services providers who support the warehousing and transportation requirements of multiple clients. Our flagship offering *ViewPoint Logistics*, which includes both WMS and TMS functions, enables the 3PL service provider to manage their operations in real time using simple, powerful tools that will improve the agility and profitability of their business.

Role - Business Analyst & Consultant / 3rd Party Logistics (3PL)

As a member of the Business Services group, experience in 3rd Party Logistics (WMS, TMS, Supply Chain Execution) is fundamental and mandatory. Your main focus will be serving as the point of contact for all clients assigned to you, managing their business requirements and growing those relationships. The Business Services group provide and facilitate client facing services including account management, project management, training, applications consulting, and applications validation testing. This position will be responsible for all aspects of servicing the MAVES client base where functional and industry knowledge is required. The Business Services group also provides pre-sales support to the MAVES Sales & Marketing team.

We are looking for a detail oriented, pro-active team player and self-starter with strong skills in communication and analysis. You are equally comfortable communicating with external industry people and internal technical people. You require little supervision to accomplish assigned tasks. The successful candidate should have the aptitude to act as a lead in the Business Services group.

Responsibilities

- Business consulting activities including requirements analysis and documentation
- Creating functional specifications based on customer and industry requirements
- Performing implementation analysis and review, either remotely or onsite as required, for either new implementations or existing clients
- Business configuration and set up for software implementations.
- Managing projects for new installations and upgrades
- Documenting key outcomes, status reports, project plans, functional requirements and interactions with clients
- Providing training services, both on site and remotely
- Performing Quality Assurance & software application testing, as required, to ensure the product meets the functional specification and ergonomic standards established by Maves
- Monitoring and analysis of support tickets for assigned clients and escalation as required. Resolving procedural and functional issues for clients as required.
- Assist with pre-sales activities including software presentations
- Other duties as assigned

Desired Skills and Experience

- Minimum 5 years of experience in Logistics and Warehousing industry in a similar or complimentary capacity.
- Experience working in a client/customer facing role within a supply chain or software organization
- Working experience with WMS and TMS systems
- Solid understanding of 3rd Party Logistics industry
- Bachelor in Supply Chain Management & Logistics, College or University degree in business, BA / BS or equivalent
- Experience with Business Requirements Analysis and documentation
- Strong troubleshooting skills
- Familiarity with standard project management tools and techniques
- Maturity and creativity in dealing with diverse and multiple assignments
- Excellent English written and oral communication skills as well as strong presentation skills
- Ability and desire to work with a variety of people in a team environment as well as individually
- Strong technical background and experience, including use of office application and presentation tools, familiarity with databases
- Ability to travel as required

If the following describes you then send us your resume ...

- You are excited to drive change, have a passion to create the best solutions, to solve problems, to continually improve your work, and to rise to any challenge
- You are a keen learner and you enjoy the challenge of the unknown
- You have a strong work ethic, and are motivated by a job well done
- You are a great team player

NOTE: As part of the application process, each applicant must attach to his/her resume along with a cover letter that at a minimum addresses the following questions:

- What interests you about this particular opportunity?
- How familiar are you of the 3rd Party Logistics industry?

Primary Location: Greater Toronto Area (preferred)

Schedule: Full-time

Job Type: Contract employment

Travel: Occasional