

IT Systems Analyst

Nicholson and Cates Limited | Burlington, Ontario
Full-Time | Permanent

The Opportunity

Nicholson Cates is seeking an experienced **IT Systems Analyst** to join our team and support the continued improvement of our technology, systems, and business processes.

This position will work closely with departments across the organization to understand business needs, improve existing systems, implement new solutions, and support technology-related projects across our office and operational facilities.

The ideal candidate is a practical, solutions-oriented individual who understands both technology and business operations and can take a project from identifying a need through implementation.

The successful candidate will work with our existing IT leadership and is expected to have the opportunity to progress into an IT management role within 2-3 years.

Key Responsibilities

Project Coordination

Nicholson Cates is currently investing in the enhancements of existing IT systems, including Dispatch software, online Customer Self-Serve Portals, and Warehouse Management Systems.

The IT Systems Analyst will have a major role in the coordination, implementation, and support of these new projects.

Systems & Process Improvement

- Analyze existing business systems and processes and identify opportunities for improvement.
- Support the implementation, enhancement, and integration of business software and applications.
- Work with users to understand requirements and translate business needs into practical technology solutions.

- Support and improve systems used for order processing, picking, receiving, inventory, tracking, and dispatch.
- Provide ongoing support for company portals and business applications.
- Document systems, processes, and procedures as required.

IT Support

- Provide hands-on support and troubleshooting for business systems, hardware, software, and user technology when required.
- Assist with employee onboarding and technology setup.
- Work with external IT providers to resolve technical issues and maintain reliable systems.
- Provide user training and support following system or process changes.

What We're Looking For

- 3 - 5+ years of experience in an IT Systems Analyst, Business Systems Analyst or similar role.
- Strong understanding of business systems, software, hardware, and technology-enabled processes.
- Experience with system implementation, software upgrades, integrations, or process improvement.
- Experience in a distribution, warehouse, manufacturing, logistics center(s) is an asset.
- Excellent communication skills and the ability to work with both technical and non-technical users.
- Strong project coordination and organizational skills.
- Ability to work independently, prioritize multiple projects, and take ownership of assigned initiatives.

What We Offer

- Competitive salary and comprehensive benefits package, including health, dental, vision care, Life Insurance and Long-Term Disability Insurance
- Employee and Family Assistance Program (EFAP)
- Company matching RRSP program
- Paid vacation and personal time off
- Opportunity for continued growth within the organization
- Collaborative and team-oriented environment
- Employee appreciation initiatives and company events

Salary: \$80,000 - \$100,000 annually; relevant to experience.

Location: This is an on-site, full-time position based at our Burlington, Ontario head office, Monday through Friday during regular business hours. Occasional travel to NC operational facilities may be required.

We appreciate all applications, however only those candidates selected for an interview will be contacted.

Nicholson Cates is committed to creating a diverse environment and is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment.

Upon request, we will provide reasonable accommodation for disabilities to support participation of candidates in all aspects of the recruitment process. Should you require an accommodation, please contact us at hr@niccates.com and we will work with you to meet your accessibility needs.