



BUSINESS SYSTEMS ANALYST JOB DESCRIPTION

OUR COMPANY

Warming Trends designs, manufactures, and distributes superior outdoor gas fire features. Our main office is in Englewood, Colorado, about 20 minutes south of downtown Denver. With patented, competitively advantaged and United States made products, we have created a company that has proven itself to be an innovative industry leader. We appreciate every opportunity we are given to contribute to our customers' outdoor living environment and lifestyle.

Visit our website at <http://www.warming-trends.com> to learn more.

Along with our product, our employees seek to delight our customers and help drive our successful brand.

As Warming Trends continues to expand, the Company is committed to investing in our team members, as we seek members whose performance can match that of our CROSSFIRE® burner systems.

Warming Trends is seeking a passionate, innovative Business Systems Analyst to implement and optimize Company systems with an initial emphasis upon the deployment of EPICOR.

QUALIFICATIONS

- Bachelor's Degree in a related field with at least 3-5 or more years of relevant experience
- Higher education may substitute for relevant experience
- Relevant experience may be considered in lieu of required education
- Enterprise Resource Planning (ERP) application administration experience
- EPICOR experience a plus

- Strong background in enterprise application support with HA (high availability) configured systems
- Strong knowledge of database modeling, management, and retrieval (Microsoft SQL Server)
- Strong sense of solution ownership, an overall drive for excellence, and a proven ability to manage multiple projects to successful completion
- Critical thinking, analytical and problem-solving skills
- Excellent communications skills along with ability to drive productive team collaboration
- ITIL Certification

RESPONSIBILITIES

- As an ERP Business Applications Analyst, you will be using your skills and expertise to problem solve and architect challenging, new IT solutions
- You'll be responsible for planning, analysis, and design of our custom reports, enhancements, major deployments, upgrades, and user/role-based security
- Your technical responsibilities include the application of our cloud-based ERP system methodologies and concepts
- Oversee the day-to-day administration, monitoring, troubleshooting, maintenance, and ongoing support of ERP/MES solutions using the EPICOR platform
- Provide advanced support for ERP/MES solutions by troubleshooting application performance issues, determining root cause, and implementing system improvements
- Work with software vendors to support, diagnose and resolve ERP system issues and bugs
- Perform ERP/MES installations, upgrades, and service pack installations
- Work with internal Managers to gather business requirements, determine scope and feasibility, and drive deployment of solution enhancements to existing or new modules within the ERP platform
- Provide support for system integrations with applications such as Avalara and CADLink
- Effectively communicate issues and alternative solutions
- Stay current with the latest technologies and EPICOR upgrades/updates
- Create and maintain system documentation, standard operating procedures and user guides
- Provide on call support as needed

Salary -- \$85,000+

- Employee medical, dental, vision, and life insurance per the company plan eligible on the first of the month following date of hire.
- Bonus eligibility per the Company Employee Bonus Program, pro-rated for fiscal year 2022
- Eligible for the company 401(k) plan on the first of the month following 6 months of active employment (immediate vesting of matching funds), which provides 100% match on the first 3% of employee contribution and 50% match on the next 2% employee contribution.
- Paid vacation and sick time in accordance with the Employee Handbook.
- Paid holidays provided per our Employee Handbook.