

Are you eager to learn both on and off the job? Do you thrive in a dynamic work atmosphere that strives for excellence on a daily basis? Are you motivated by innovative and forward-thinking ideas?

Then you've got what it takes to succeed at **CWD**.

Information Systems Manager

CWD is currently looking for an **Information Systems Manager** to join our fast paced and dynamic team. The successful candidate will oversee and manage the IS department while designing and implementing new software solutions.

As a full-time member of the team you will enjoy perks such as a great work-life balance, competitive health benefits, enhanced professional development subsidies, exciting company events, working within a goal driven, charismatic team and career growth opportunities.

Key Result Areas:

Leadership (30%)

- **Delegation:** Delegate tasks to the department team members and ensure tasks are completed accurately
- **Strategizing Projects:** Responsible for project planning and prioritization
- **Enhancing Team Skills:** Train and develop a successful team by identifying any skills gaps within the team
- **Inspiring the Team:** Empower the team towards achieving the corporate objective, goals of the department, and their personal goals by sharing “the why” and the needs of the business
- **Industry Knowledge:** Ensure that the department is aware of trends and improvements in both techniques and technology and encourage them to stay ahead of the curve
- **Conceptualize Ideas:** Brainstorm new and creative growth and optimization strategies with the team

Programming & Development (25%)

- **Mentoring and Reviewing:** Advise programmers on business process and review applications and custom development to ensure compatibility with the current ERP system
- **Enhancing Efficiency:** Create customized business processes in ERP system to assist departments in increasing efficiency
- **Ecommerce and Blog Sites:** Oversee development and customizations of Ecommerce (Magento), Blog (WordPress) and other corporate Websites platforms
- **Programming Process:** Oversee the entire programming process including planning, design, review, and support

Project Management (20%)

- **Supervising and Securing Results:** Oversee entire projects from start to finish completed by the team and complete a final review to ensure accuracy and end result is in line with the needs of the business and key stakeholders
- **Establishing Pragmatic Timelines:** Maintain a realistic schedule of these projects and ensure updates on progress and status to stakeholders regularly

- **Auditing & Delegating Tasks:** Review incoming projects and task and delegates them to the appropriate team to complete

IT Infrastructure (10%)

- **Alignment of Systems:** Ensure ERP system is aligned with the company's strategic business plans
- **Administer:** Lead the design, development, and implementation of software solutions
- **Implementation:** Manage the implementation of IT infrastructure
- **Supervise on Troubleshooting:** Oversee any high-level troubleshooting for information technology/network related issues
- **Assisting with Advanced Technical Systems:** Provide high level assistance on the deployment, configuration, support and maintenance of network hardware, servers, and enterprise systems (directory, email, databases, antivirus, firewalls etc.), including the monitoring of servers to ensure effective and efficient performance
- **Knowledge Transfer:** Expertise in the areas of Avaya, Cisco, Office/Outlook 365, Active Directory and VMWARE
- **Employ & Audit tools:** Utilize advanced monitoring and reporting tools related to network systems
- **Maintenance:** Responsible for internal software and hardware systems maintenance, problem-solving and customization

System Improvements (5%)

- **Implementation for Improvement:** Identify and implement process improvements that drive quality, efficiency and reduce costs
- **Advising on Potential Upgrade:** Recommend software improvements, upgrades, and implement new features for optimal performance of company hardware & software

Other (10%)

- **Department Cost Audit:** Develop and monitor annual budget
- **Vendor Verification:** Conduct background checks on new vendors
- **Vendor Negotiation:** Negotiate with vendors on price, terms and conditions
- **Joint Collaboration with Vendors:** Work with vendors on application programming, customization and development, IT hardware and software, networking, ERP, ecommerce platform
- **Accomplishing other Tasks:** Effectively complete other duties as assigned

The successful candidate requires:

Education and Experience

- **Magento & NetSuite** experience considered an asset
- Post-secondary diploma/degree in Information Technology or a related field
- Minimum of 5 years related working
- Experience working in a fast-paced entrepreneurial company
- Demonstrated team player, who is motivated and energetic
- Ability to work effectively, both independently and in a team environment, in an atmosphere of multiple projects, shifting priorities and deadlines
- Project Management Professional (PMP) certification is considered an asset

If the above interests you, then apply to join a fast paced, creative, and energetic team!

Candidates who reside within a 45-minute commute of our office will be given preference.

Please note: This is a 40 hour a week position based at our headquarters in Niagara Falls, ON. This position does not provide an option to work remotely.

Vision

We believe all people should be empowered.

Mission

We create the highest performing consumer electronics that are smart, simple, and stylish.

Core Values

Development: We value continuous learning that leads to positive change.

Efficiency: We are committed to new processes and techniques that improve results and create value.

Innovation: We embrace creativity, discovery, and a desire to Create What's Different.

Accountability: We honour our commitments through ownership and display integrity when delivering results.

Excellence: We challenge ourselves to add value that goes beyond what is expected.

About Us

CWD designs, manufactures, markets and sells consumer electronics that enhance our lives.

As a pioneer in the markets of do-it-yourself video security, baby video monitors and wireless connectivity, we have successfully applied the principles of innovation and superior technology to a dynamic range of product categories. We are committed toward consistently exceeding consumer expectations and changing the way people think about:

- * Baby Safety Devices
- * Do-it-yourself Video Security
- * Wireless Connectivity Products
- * Home Theater Audio
- * Retro Music Systems
- * Clock Radios
- * Karaoke Systems

From conception to launch, over 100 talented professionals work to ensure all of our products undergo the same intensive, completely in-house development and design process, resulting in the uncompromising quality and industry-leading performance that consumers trust.

The letters 'CWD' are shorthand for the empowering philosophy that drives every aspect of what we do – Create What's Different.

CWD is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environment. We will accommodate the needs of the applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment

and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process. Information received relating to accommodation measures will be addressed confidentially.