

CWD designs, markets & sells the highest performing consumer electronics that are smart, simple, and stylish. From high fidelity turntables to wireless video connectivity systems, we create innovative products that empower people. Our success is measured in our customer satisfaction ratings and dedicated following. We have been in business since 1961 and our creations can be found in millions of homes. Together in teams, as a company, as a community, we are committed to
Creating What's Different!

CWD is looking for an **Information Systems Manager** to join our exceptionally talented and collaborative team! Reporting to the Managing Director at our Niagara Falls location, the successful candidate will be responsible for overseeing and leading the IS Department while designing and implementing new software solutions. You will ensure information is properly coded in our e-commerce platform (Magento) while also developing new coding standards and updating existing ones. Additionally, you will be responsible for the management and administration of our ERP system (NetSuite) involving customization, reporting and day to day operations.

If you are someone that likes a challenge and are continuously striving for excellence, then this is the perfect opportunity for you!

What We Offer:

- Full comprehensive benefits (dental, medical and eye) 80/20 split-family coverage
- Annual professional development fund
- RRSP Match
- Life Insurance
- Fitness incentives
- Team events
- 50% off on CWD brands
- Relocation expense

Key Responsibilities:

Leadership

- Oversee, lead, and delegate to the entire IS team including programmers, web developers and system administrators
- Train and develop a successful team by identifying any skill gaps within the department
- Develop individual performance goals, conduct monthly one-on-one feedback sessions and complete annual performance reviews to ensure alignment with corporate objectives
- Empower the team towards achieving corporate objectives, departmental goals, and personal goals by sharing “the why” and the needs of the business
- Strive to improve customer and team member experience through optimization and automation of software and processes
- Develop and monitor annual departmental budget

Information Systems

- Advise programmers on business process workflows and review custom applications and development to ensure compatibility with business operations
- Establish a strategy for the development of coding standards and policies and review the team's coding performance to ensure compliance with these standards
- Oversee integrations and customizations within the ERP system (NetSuite), the E-commerce platform (Magento), integration software (Dell Boomi, Celigo Integrator.io), and other software
- Create customized business processes in NetSuite to assist departments in increasing efficiency
- Recommend software improvements and upgrades for optimal performance of company workstations
- Lead the planning, design, development, and implementation of new software solutions to meet the growing needs to the business
- Provide high level assistance on the deployment, configurations, support and maintenance of network hardware, servers, telephony, and enterprise systems (directory, email, databases, antivirus, firewalls, etc.), including the monitoring of servers to ensure effective and efficient performance
- Utilize advanced monitoring and reporting tools related to network systems
- Responsible for internal software system maintenance and customization
- Develop and execute testing plans for troubleshooting software system issues
- Test system upgrades and implement new features to meet company needs

Project Management

- Lead and oversee the successful completion of all IS projects
- Maintain a realistic schedule for all projects
- Maintain regular communication with stakeholders regarding updates on progress and status of projects
- Oversee business analysis for various tasks and projects regarding IS
- Improve team member experience through the implementation of new software to increase productivity and efficiency

Other

- Negotiate price, terms, and conditions with existing and potential vendors
- Undertake related duties as assigned to achieve the objectives and company goals

Qualifications:

- College diploma or university degree in Information Technology or a related field
- Minimum of six (6) years of related experience
- Minimum of four (4) year of leadership experience

- ERP administrator experience required
- Experience in or knowledge of PHP, JavaScript, CSS, HTML, Git, Python, and Java
- Proficiency using Microsoft Office
- Ability to explain technical problems and offer solutions to those without technological training
- An advanced understanding of how web applications work including security, session management, and best development practices
- Demonstrated ability to achieve individual and team goals
- Experience managing a large volume of data
- Excellent organization and time management skills
- Analytical and highly motivated self-starter
- Detail oriented problem solver
- Strong communication and interpersonal skills
- Ability to work in a fast-paced ever-changing environment

You Will Stand Out If:

- You have experience using NetSuite, Magento, Dell Boomi, and Celigo Integrator.io
- You have experience working in an e-commerce environment
- You have your PMP certification

This is a full-time permanent role working 40 hours a week. Our hours of operation are 8:15am to 5:00pm Monday to Friday.

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