



### **Junior SAP Help Desk and Training Advisor**

**CIMCO** is looking for a **Junior SAP Help Desk and Training Advisor**. This role will appeal to you if you enjoy assisting and training users on SAP when they are having issues or if they require assistance with the ERP system.

The successful candidate will have a minimum of 3 to 5 years' experience in working with SAP, preferably as a subject matter expert.

Reporting directly to the SAP Support Manager, you will also be responsible for providing front line support and training to approximately 400 users. Assist with testing and development of the ERP, update and create documentation of business processes and assist the Accounting department and management with downloads and reporting.

**Location:** Toronto - Downtown, ON

#### **Responsibilities:**

- Help desk functions
  - First line support for all SAP users
  - Post parked entries
  - Cancel invoices
  - Enforce best practices
- Assist with testing and development of SAP
  - Assist with testing of upgrades
  - First line process testing and report findings
- Update and assist to develop best practices
- Update/create documentation of business processes
- Provide user training as required
  - Train new SAP users as requested by management onsite and online
  - Train existing SAP users for new roles onsite and online
  - Monitor users on job performance and follow up
- Assist Head Office Accounting and Management
  - Regular monthly reporting
  - Assist with downloads/reporting as requested
- Assist branches/departments with backlog situations
- Master data management

#### **Qualifications/Assets preferred:**

- Minimum 3 to 5 years of experience with SAP
- Excellent verbal and written communication
- Exceptional customer service skills
- Multi-tasking and the ability to prioritize
- Proficiency in MS Office
- University Degree or College Diploma or equivalent work experience
- Detail oriented

#### **Company Profile**

CIMCO specializes in the engineering, design, manufacture, installation and service of complex thermal building solutions for industrial, process cooling and recreational refrigeration and mechanical systems. For more than 100 years, CIMCO's leadership and unparalleled research, development and manufacturing programs has put us at the forefront of industry advancements and technological breakthroughs. Our professional engineers, technicians and

designers apply innovative state-of-the-art equipment and refrigerants to develop systems that meet even the most complex thermal challenges.

If you or someone you know is interested in this opportunity, please forward your resume and please include your salary expectations via email to [CimcoHR@Toromont.com](mailto:CimcoHR@Toromont.com). We thank all applicants for their interest, however, only those selected for an interview will be contacted.

***CIMCO Refrigeration is an equal opportunity employer who recognizes and values diversity. Upon request, CIMCO Refrigeration will accommodate any applicant with disabilities throughout the recruiting processes, including any required applications, interviews and/or assessments.***