

BN3TH HEADQUARTERS

202-980 West 1st Street
North Vancouver, BC
V7P 3N4

BN3TH

IT Operations Specialist

[BN3TH](#), formerly known as MyPakage, is a fast-paced, inventive, and exhilarating place to work headquartered in North Vancouver, B.C. As a game-changing men's underwear brand, we are expanding our markets and need versatile, hardworking people to aid in our development. The BN3TH office is an entertaining environment that strives to ensure its employees have the tools to succeed, while maintaining our core values of innovation, adventure and fun. We are looking for an IT Operations Specialist to join our team. We are committed to producing the best underwear and apparel on earth and strive to continue to innovate and drive new products to market, while leveraging strategic and emerging technologies to influence continued growth. Working as a liaison and support resource for all members of the BN3TH team, the IT Operations Specialist will be integral in the management, maintenance, and improvement of our internal systems.

Job Responsibilities

- Assist with/support workflows and structure of software for current and upcoming projects, acting as a resource as necessary. Possible development of software integrations. Current software includes, but not limited to, an apparel-focused ERP system, B2B portal, web based firewall & VPN, and a normal office suite of tools
- Hardware and software management and maintenance – Inventory of all server, laptops/computers, peripherals, age of equipment, requisitioning new product, software licenses, and managing warranties
- Computer networking design, monitor, maintain, and fix computer system networks
- Identify and manage risk. Ensure a secure IT environment. Implement secure network access protocols and then monitor and evaluate them for issues. Monitor server system logs, messages and alerts. Design, implement, and maintain a corporate disaster recovery infrastructure
- Supporting new user access recourse/security/control
- Identify and troubleshoot system issues and implement improvements
- Act as liaison/ first point of contact between software service providers and internal users
- Initiate and coordinate timely and error-free onboarding of all EDI related partners and transactions including completing onboarding documents, mapping and testing the full process
- Research and evaluate new technologies to be used as enhancements or upgrades to existing server, network, and other IT infrastructure equipment
- Prepare, maintain and keep updated IT procedures and documentation related to our processes and platforms operations
- Prepare and manage operational and capital IT budgets
- Data backups: Ensures key data is backed up on a bi-weekly basis
- Ensure timely user notification of system issues and planned maintenance
- Ensure all Information Technology Policies and Procedures are followed
- Performs other job related duties as assigned

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Qualifications and Skills

- Expert proficiency in MS Office
- Proficiency in Windows OS a necessity. Proficiency in Mac OS an asset.
- Previous experience with ERP, EDI, & B2B Sales platforms (Apparel industry experience is an asset)
- VPN & Network Security knowledge
- Ability to learn quickly, adapt to change, and work under pressure in a multifaceted environment with little supervision
- Effective organizational, time management, and multi-tasking skills, with ability to prioritize work
- Ability to train employees on software systems through effective communication, demonstration, and formal instruction
- Excellent interpersonal and communication skills; ability to deal courteously and effectively with all levels of staff and stakeholders
- Discretion and demonstrated ability to exercise good judgment when handling confidential/sensitive information
- Solid business acumen and technical aptitude with proven abilities to analyze and resolve systems related problems in a fast-paced environment

Compensation: Negotiable based on experience + competitive benefits package available.

If this sounds like a good fit for you, email your resume and cover letter to: careers@bn3th.com
No phone calls please!

While we thank all those who apply for their time, only those who are short-listed will be contacted due to the high volume of resumes received. Thank you for your interest.