

**The Company**

Goodridge is a UK-headquartered business, founded on a race heritage going back to 1969.

With sales offices in the US, alongside manufacturing plants in the US, Mexico and Europe, we are a profitable and fast-growing designer and manufacturer of premium brake, fuel, oil, and coolant fluid transfer lines serving customers across North America.

We are large enough to have the funds to invest in our growth but small enough to lack the bureaucracy of larger corporates.

Our team, from sales, through design, to sourcing and manufacturing, are passionate about what they (we) do for our customers.

We partner with renowned 2- and 4-wheel race teams and constructors, aftermarket performance parts distributors, as well as global manufacturers of the world's most desired ultra-premium and super-car brands, as well as the world's leading aviation and defense businesses.

We are looking for someone who is to manage the development, support and use of the USA team's business system and applications to ensure they are efficient and aligned with the company's goals. These include Infor System21, Infor Birst, Infor OS, Truecommerce EDI and InTouch MES.

**The Role**

You will work as part of an international I.T. team of 9 and will report to the USA I.T. Manager. The job will involve elements of managing vendors, internal customers and making use of the existing applications support team across the group.

**Location**

Mooresville, North Carolina

**Key Responsibilities**

- Work closely with your internal customers to develop robust and efficient business processes
- Work with our external support teams (Infor, Microsoft, TouchPath and Truecommerce) to develop new functionality where required
- Manage the external support teams to ensure support is provided to a satisfactory level
- Work as part of the Global I.T. Team to support all Business Systems activities in 9 sites
- Provide a hands-on approach to problem solving – relying on training from our application vendors
- Manage Business Systems project to ensure they are delivered on time, to budget and to specification
- To act as the interface between our internal customers and the technical teams (internal and external) to translate business requirements into technical terms
- To act as a coach for our internal customers to ensure they are as far as possible self-reliant
- To establish and test our business continuity plans for all business applications

- Ensure your knowledge remains current by utilizing vendor training programs and by liaising with the user communities in the USA

### **Qualifications**

- Degree in related field (or 5 years' experience)
- A minimum of three (3) years' experience in a similar or related role - required
- Bilingual English/Spanish – preferable but not essential
- Excellent communication skills
- Able to work independently and as part of a team
- Ability to deliver projects on time and budget
- Ability to create and maintain collaborative relationships with customers and coworkers

### **First 12 Months KPI's**

The role will be subject to a 90-day onboarding plan which will include mutually agreed KPI success criteria for passing probation. Additionally, the first year's objectives KPI's will include some or all of the following (subject to review at the end of probation): -

- Move from our legacy EDI system to Truecommerce for existing USA customers
- Implement agreed business lead KPI dashboards using Birst or EPM
- Implement MES at the Mexico plant
- Implement Infor OS to the USA and Mexican plants
- Introduce business workflows using Infor workflow

### **Application:**

To apply for this position, click on the link and follow the directions: <https://app.trinethire.com/companies/38718-goodridge-usa/jobs/95827-business-systems-manager>