



BROWNING HARVEY LTD.

CAREER OPPORTUNITY – TECHNICAL SUPPORT ANALYST

THE COMPANY

Browning Harvey Ltd. is a locally owned and operated bottler of Pepsi Cola Products in Newfoundland and Labrador and is a recognized local market leader in the brand name Liquid Refreshment Beverage Category in this province.

EMPLOYEE OFFERINGS

When becoming an employee with A. Harvey Group of Companies some of the employee offerings you will be eligible for are the following:

- Defined Contributions pension plan
- Robust Benefits plan through Blue Cross
- 12 Paid personal leave days per calendar year
- Corporate Wellness Policy
- Statutory and other provincial holidays totaling 14 paid days per calendar year
- Internal Short Term sick leave program
- Education reimbursement policy
- Paid vacation starts at 3 weeks

THE ROLE – TECHNICAL SUPPORT ANALYST – ST. JOHN'S FACILITY

Browning Harvey Ltd. has a full time, permanent opportunity for the position of Technical Support Analyst located at our St. John's, NL facility.

The role of Technical Support Analyst has the responsibility for providing technical support to all Browning Harvey Ltd. staff within the building and offsite.

This position requires the successful candidate to:

- Prepare and define system objectives and scope;
- Will assist in research and fact-finding to develop or modify company Information Technology;
- Install and perform minor repairs to hardware, software, and peripheral equipment;
- Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software;
- Be on call throughout the year based on business requirements;
- Other projects, analysis and duties as requested.

The successful candidate will also be required to complete the following:

- Provide process and end user documentation;
- Aids in the analysis of business processes and design of information system solutions;
- Advises management on technical topics related to improved capability of company information systems;
- Proposing alternative solutions to computer systems problems;

- Answer users' inquiries regarding computer software and hardware operation to resolve problems;
- Enter commands and observe system functioning to verify correct operations and detect errors;
- Strives to achieve the highest possible quality with the lowest possible cost to the company;
- Promotes efficient use of company funds by continually looking for ways to cut or avoid costs;
- Continually looks for ways to improve both products and services offered by IT. Takes the initiative to satisfy company needs;
- Install, diagnose, repair, maintain, and upgrade all PC hardware and software to ensure optimal workstation performance;
- Using Cognos, to write reports, whether ad-hoc or a scheduled report;
- Provide desktop and printer support to all end users; and
- Other related duties.

THE CANDIDATE

The ideal candidate will possess:

- Information Technology Diploma or equivalent;
- 5+ Years of hands on experience would be considered an asset;
- Proficiency with computer applications and aptitude for other technology;
 - Specifically:
 - Microsoft Operating Systems
 - SQL Server 2005 and greater
 - VBScript
 - Systemi (AS/400)
 - RoutEX/400
 - Fresche Solutions - Presto
 - Cognos 10.1 BI and Planning.
 - IBMi servers.
 - Computer programming.
 - Knowledge of ERP and/or Route Accounting Systems.
 - JavaScript, CSS, HTML, and SQL.
 - VMWare.
- Knowledge of IT help desk functions and issue tracking;
- Support iPad devices;
- Knowledge of handheld computers;
- Experience installing software, patches, updates on desktops, laptops, servers preferred;
- Superior oral, written, interpersonal and communication skills;
- Ability to problem solve multifaceted issues, strong analytical and communication skills are key to this role;
- Strong organizational and time management skills;
- Ability to work independently and in a team environment;
- Strong attention to detail;
- Ability to understand and work with diverse groups of people and clients;
- Ability to work with minimum supervision.

The ideal candidate will be:

- Results-focused;
- Ability to manage time and multiple deadlines;
- Able to work in a multitask environment;

- Self-starter with the ability to grasp new concepts and technologies;
- Capable to work effectively in stressful situations;
- Able to understand and work with diverse groups of people and clients.

If you are interested in this position, please apply by August 18th, 2025 to:

Browning Harvey Ltd.
Attn: Human Resources
Telephone: (709) 726-8000
humanresources@aharvey.nf.ca
<https://www.browningharvey.nf.ca>

Browning Harvey Ltd. is an equal Opportunity Employer; however, only those selected for an interview will be contacted.