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## **ERP Support Analyst**

CKF Inc., a leader in Canada's molded pulp, foam, and RPET industry is a company with a strong commitment to safety and Continuous Improvement. CKF Inc. has plants located in British Columbia, Ontario, Nova Scotia and the states of Iowa and Texas, manufacturing numerous types of food packaging and protective packaging.

We are seeking an ERP Support Analyst to join our team in our Hantsport plant. Reporting to the Manager of ERP Systems and Data, this role serves as the primary point of contact for ERP-related inquiries, issues, and change requests.

As the ERP Support Analyst, you will provide functional and technical support to end users across key business areas including purchasing, inventory, production, and warehousing. You will be responsible for diagnosing system issues, analyzing data, and occasionally debugging code to identify and resolve problems. Your work will be essential to ensuring the reliability, accuracy, and smooth operation of our ERP system on a daily basis.

### **Key Responsibilities:**

- Act as the first point of contact for ERP-related issues and change requests.
- Troubleshoot and resolve user issues across purchasing, inventory, production, warehousing, and related business areas.
- Investigate data and process discrepancies to identify root causes and implement effective solutions.
- Debug ERP code or perform light development work (minor edits or adjustments) when required.
- Document issues, resolutions, and best practices to maintain consistency and knowledge sharing.
- Collaborate with business users, IT, and developers to support problem-solving and small system enhancements.
- Assist with system testing, updates, and process improvements.
- Provide user guidance and training as needed to improve ERP understanding and utilization.

### **Qualifications:**

- **Education:** diploma or degree in Information Systems, Computer Science, Business Administration, Business Intelligence and Analytics or a related field, or an equivalent combination of education and experience.
- **Strong analytical and troubleshooting ability:** a logical, self-motivated thinker who can trace issues through complex business processes to identify root causes and implement effective solutions.
- **End-user support focus:** patient, approachable, and able to clearly explain and understand business processes such as purchasing, transfers, production, and inventory management.
- **Light technical aptitude:** comfortable reading and debugging code, making minor adjustments, and collaborating with developers when deeper changes are required.
- **ERP process understanding:** Comprehensive knowledge of how transactions flow across a manufacturing ERP environment (purchasing → receiving → inventory → production → shipping → GL). Able to trace and troubleshoot issues through interconnected business processes in a 24/7 operation.
- **Experience:** minimum 2+ years in ERP support, application support, or related IT/business systems role.

- **Communication skills:** excellent written and verbal abilities with strong attention to detail.
- **Mindset:** naturally curious, proactive, and analytical; takes ownership in solving complex problems and improving processes.

CKF offers a competitive wage and benefit package (including a pension plan). If you want to work for a dynamic and exciting company and enjoy the challenges of working on a variety of duties in a fast-paced environment, then come be a part of our team.

The successful candidate will be required to provide a clear criminal background check.

Qualified candidates can apply with cover letter and full resume at the following link:

<https://jbtmz.me/s/?e=sBH4o6I4>

Deadline for applications is November 24, 2025.

*CKF Inc. is committed to creating a diverse environment and is proud to be an equal opportunity employer.*

*We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for a job opportunity, please advise People & Culture of any accommodations needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.*

Although we gratefully accept all applications, only those candidates being considered for an interview will be contacted.

**An Equal Opportunity Employer**