

Retail Technology Asset Technician

Status: Regular Full-time

The North West Company (NWC) is looking to for a Retail Technology Asset Technician position. In this role, you will be responsible for managing IT equipment inventory, coordinating remote equipment pools, staging and configuring replacement assets, and supporting analysis, reporting, and vendor coordination to ensure reliable and timely availability of IT equipment across the organization.

Joining NWC gives you the opportunity for growth and development throughout the company, a competitive salary and benefits package, and to be part of a dynamic and diverse culture.

The North West Company is a leading retailer to under-served rural communities and urban neighborhood markets in the following regions: Northern Canada, Western Canada, rural Alaska, the South Pacific islands, and the Caribbean. Our stores offer a broad range of products and services with an emphasis on food. Our value offer is to be the best local shopping choice for everyday household and local lifestyle needs. Check out northwest.ca for more information.

Your Role:

- Manage IT equipment inventory to support just-in-time availability by maintaining stock levels within defined minimum and maximum thresholds.
- Perform periodic reviews of replacement orders to assess remaining useful life and promptly replenish stock required for major projects.
- Coordinate and manage remote equipment pools to ensure maximum unit availability.
- Arrange timely return and handling of defective equipment and conduct regular stock counts to validate pool integrity.
- Stage, configure, and deploy replacement equipment by actioning incident queues based on priority.
- Monitor equipment flows, analyze trends, and compile statistical reports.
- Prepare recommendations for asset retirement or replacement based on historical data.
- Develop and maintain effective vendor relationships to ensure supply continuity, service level adherence, and optimal pricing and delivery.
- Research alternative vendors and coordinate with service providers to ensure timely turnaround.
- Support cross-functional teams, with manager approval, by assisting with equipment and configuration needs.

- Provide guidance and best advice to IT and business partners regarding equipment and systems within the technician's domain.
- Participate in major project teams to support successful project delivery.
- Perform other related duties as assigned.

Desired Skills & Experience:

- Technical college diploma or equivalent education.
- Experience or working knowledge of inventory control methodologies.
- Strong time management skills with the ability to manage multiple tasks and priorities.
- Excellent analytical skills with a strong understanding of basic statistical techniques.
- Proven organizational, planning, and prioritization abilities.
- High attention to detail with a demonstrated commitment to accuracy.
- Ability to work independently and proactively identify opportunities for improvement.
- Strong interpersonal and communication skills.
- Ability to lift between 50 to 75 pounds unassisted on a regular basis;
- Must be able to travel outside Canada when required.

Location: Gibraltar House, 77 Main Street, Winnipeg, MB

Reports to: Manager, Retail Technology Solutions

We create a collaborative and constructive culture by:

Being Enterprising • Committing to our Customer • Working with Passion • Leading and Developing Others • Demonstrating Respect and Inclusivity • Building Trust

The North West Company is committed to inclusion and diversity and encourages applications from all candidates including but not limited to: all religions and ethnicities, LGBTQ2s+, BIPOC, and persons with disabilities.

You may include your resume and cover letter together as a single document. A competitive salary is being offered along with opportunities to learn, develop and advance throughout the organization. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

This is an active job opening for a position that is currently available and we are actively seeking to fill

This position adheres to the Corporate Application Process Guidelines.