

CARGOWISE ONE Support Analyst

Salary Range: \$65-75 K

CW1 Analyst - GLOBAL FREIGHT FORWARDING & CUSTOMS BROKERAGE

This can be remote. Headquarters is Baltimore, MD 21230 (Locust Point). States for remote work: MD, SC, FL, NJ, PA, NY, NC, GA, or VA. Travel required for CW1 implementation time period.

Are you a fan of CargoWise One (CW1) with the base knowledge of global logistics and CW1 support experience who hopes to work mostly from home and remain fascinated by the jigsaw puzzle that is international trade with a great company?

In a world facing new challenges, a nimble but steady ship is more important than ever. Is there a seat on our boat for you? Shapiro stands strong at 109-years old, but we're not your grandpa's shipping company. "Small, but mighty."

CARGOWISE ONE Support Analyst (CW1) will play an important role in bridging the gap between operational needs and technical requirements within CARGOWISE.

Freight forwarding and Customs Brokerage experience required. CW1 experience required. Knowledge of various Agile frameworks in addition to Scrum (e.g., Kanban, XP, SAFe, LeSS) a plus. **How does your cargo move?**

You will liaison with Operations, Accounting, and our executive team to provide & support secure, efficient and reliable I.T. (CW1) tools. You will provide support to all key users in import customs brokerage, import/export freight forwarding, compliance, accounting, and finance. Also crucial is your support of integrations, as well as data maintenance, to ensure that proprietary systems & reporting tools are working for internal clients and external customers. It's all about the customers.

You will have the opportunity to collaborate with some of the best talent in the industry to create innovative, defect-free solutions to meet our clients' business needs. Learning, teamwork, and collaboration are encouraged, excellence is rewarded, and diversity is respected & valued.

For all telecommuters, there is required training in the office to begin your career with occasional visits for meetings (but not road-warrior level). Our Paid Time Off policy is one of the most competitive in the country for new hires.

JOB DESCRIPTION: Typical duties include:

- Supporting all Key Users and End Users with technical and processing related questions/issues, including invoicing/billing
- Handling non-technical, non-compliance system-related tickets
- Working in collaboration with Product to help drive Best Practices
- Providing training for both current employees and new hires in all systems, including Flash Training, Formal Training, & New Developments/Upgrades.

- Work with Product to create, update and implement Work Instructions.
- Test new system developments/upgrades as advised by WiseTech Global/CARGOWISE ONE Bulletins/System Notifications.
- Enforce logging and manage support tickets received through JIRA, plus eRequests for CW1, Cargosphere, and Shipamax.
- Support solution offerings for Shapiro360 and PowerBI as they pertain to CARGOWISE ONE data. Support solution offerings for customer interfacing and EDI capabilities as they pertain to CARGOWISE ONE data.

SKILLS: Clear understanding of CARGOWISE ONE registry and workflow configuration best practices required. #Cargo Wise #Wisetech #CargoWise #CW1 #CaroWise One.

- Thrives on challenges and loves learning new concepts and functionality.
- Is self-driven, diligent, and enjoys solving problems.
- Must have a mindset of continuous improvement and continually be growing one's craft, learning new tools and techniques.
- Wants to be part of a growing, high-innovation company.
- Prefers a collaborative environment and is comfortable working with others and giving and receiving feedback.
- Very strong computer/tech skills (Excel, Office, proprietary databases).

EDUCATION AND EXPERIENCE: Position may require some after-hours work, to service the various systems and assist with other technological breakdowns for the purpose of ensuring the daily functions of the company's operations.

- Continuous computer use, repetitive hand motions and fine finger movements.
- Some travel to other business locations.
- Minimum 2+ years of freight forwarding and Customs Brokerage experience required. Minimum 2+ years of CargoWise One (CW1) experience required.
- Reports for work as scheduled & on-time including timely arrival to all meetings whether virtual or in person.
- Agile frameworks in addition to Scrum (e.g., Kanban, XP, SAFe, LeSS).
- Strong ocean freight background preferred. Exposure to domestic, warehousing & distribution a plus. Educational background (or degree) in Supply Chain Logistics preferred, but direct Cargo Wise work experience with a customs broker, freight forwarder, and/or NVOCC required.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints. Reliable. Punctual. Organized.

ABOUT SHAPIRO: Shapiro is a third-generation family-owned international shipping and logistics business, founded in 1915. For over a century, Samuel Shapiro & Company, Inc. has provided full door-to-door capabilities and proudly serves as a one-stop-shop for Customs brokerage and international freight forwarding services. It's simple – We Deliver. Problem Solved.

CONTACT US! Rich Lucas, Corporate Recruiter rich@shapiro.com