



Schröder

Experts in lightability™

IT Business Analyst (Customer Engagement) - Liège

Regarding the several ongoing projects within the IT Department, we are currently looking for an IT Business Analyst (Customer Engagement), ready to travel abroad 30% of his/her time :

Missions

- To capture business requirements and lead and support the Group Solution in his/her domain.
- To participate in the implementation of the Solution within the Schröder affiliates.
- To design, build, roll-out, run and support the common back office information systems in a secured, agile and cost effective manner
- To acquire and share the competences

Education / Experience

- Bachelor / Master Degree in a relevant field or equivalent experience
- Business Processes in Industrial environment (> 5 years of experience)
- Project management (> 5 years of experience)

Required Skills

- Certificates in connection With Business process (APICS, BPM, ISO, Six Sigma, Lean, ...)
- Very good D365 Customer Engagement functional knowledge (> 3 years of experience)
 - Customer Service
 - Project Service Automation
 - Field Service
 - Sales
 - Portal
- Good knowledge of web site & portals technologies
- Good knowledge of eCommerce solutions (> 3 years of experience)
- Good knowledge of Product Information Management or solutions (> 3 years of experience)



Schröder

Experts in lightability™

- Is really a plus :
 - Augmented / Virtual reality solutions / web technologies
 - Knowledge of PROS Smart CPQ or any other CPQ
 - D365 Supply Chain Management (Trade & Logistic)
 - Any other D365 modules (Customer Insight, Talent...)
- Languages : English + ideally one other language (French, Spanish, Portuguese, Dutch or German)

Interested? Send an e-mail to jobs@schreder.com