PROFESSIONAL **IT** RESOURCES

PRO**C**ARUS

Software Solution Specialist Communication Tools
P24–460

Start: ASAP
Location: 2d Brussels, 3d remote
Duration: Long term (+12 months)
Customer: Elia Group

Context:

The product "Digital workplace - Communication" consists of several tools and applications to support various demands of departments and users within the Elia Group.

We are looking for a proactive professional who will be at the heart of managing various applications that drive our business communication. This is an exciting opportunity for someone who has a deep understanding of IT applications, a passion for technology and excellent communication skills. You'll work closely with various teams to ensure our applications are running smoothly, meet business needs, and that any updates or changes are communicated effectively.

Tasks:

In close coordination and collaboration with the other experts in the product team, the Software Solution Specialist will be responsible for the following tasks:

- Definition of functional and technical requirements for software solutions with focus on communication
- Configuration of applications to fulfill customer requirements
- Coordination of the implementation of customer requirements in existing solutions/ applications
- Initiation of and participation in further developments and improvements to the software supported by the product team
- Ensuring the support for the integration of software into the Elia Group application and system landscape,
- Supporting testers in preparation, conduction and evaluation of test scenarios when required,
- Ensuring operations and applications maintenance together with the product team,
- Supporting the product owner in license negotiations, defining SLAs and supplier management,

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1/2

- Supporting the product owner with IT cost estimates and advising on the composition of the team,
- Advising key-users on best practices
- Carrying out market analysis and fit-gap analyses

Requirements:

- Bachelor's degree in the field of business informatics, computer science or comparable, or equivalent work experience.
- **At least 3 years' experience** with and up-to-date knowledge of web technology including content management systems, such as SiteCore, DotNetNuke, Unily or similar.
- Confident handling of MS O365 standard software.
- Experience in IT provider management and IT operations management is an advantage as well as knowledge of ITIL based service management.
- **Sound experience in planning, development, operation and further development of applications or software systems (standard or individual software).**
- **Sound knowledge of agile methodology.**
- Willingness to travel occasionally, especially between Brussels and Berlin
- Languages: Good level of Dutch and/or French (at least C1) and English is required. German is a plus.

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2/2