



Do you want to work in a creative, fun, and exciting team atmosphere? Would you like to work for an established company with an excellent reputation? Are you passionate about environmentally sound products and practices? Are you ready to take your career to the next level?

Contraload, since August 2020 part of Tosca (www.tosca.lt), has grown to become the expert and market leader in pooling load carriers in a B2B environment, across Europe with service centers to support customers in over 25 countries. Tosca's recent acquisition of Polymer Logistics in December, 2019 & Contraload in August, 2020 has made us a global leader in pooling of reusable packaging solutions that service the supply chain end to end. Re-use is the key word as the Tosca family of businesses facilitates moving away from single use packaging towards a circular model of reusable packaging with its robust portfolio of containers, pallets, and bins.

ICT @ Contraload has shifted gears the last few years to support our business in a better and more efficient way. Our focus is to search and implement integration solutions that make a difference on a day to day basis for both our staff and customers.

Our centralized ICT Platform is based as much as possible on cloud solutions for both the application landscape and all the "ICT" components, and we have engaged several ICT Suppliers to ensure the efficient operation and continuous expansion of our landscape.

Our entire ICT organization interacts with and supports our business and customers on a daily basis, next to ensuring proper operation and gradual expansion of the existing solution landscape.

The majority of activities consists of analyzing all different business requirements and ensuring that our processes and solutions are and remain aligned while implementing the different new projects that we do.

In our European headquarters in Aartselaar (Belgium), we are currently looking for a highly motivated and experienced

ICT CRM APPLICATION OWNER

YOUR CHALLENGES

As CRM ICT Application owner, you will be the single point of contact for the business, translating their requirements into solutions that can be implemented in an efficient and structural way. You will plan, implement and support these solutions while managing both internal and external stakeholders/partners.

Additionally, you will also act as a technical architect for the Contraload Integration and Master Data platform. Supporting your peers in the maintenance and optimization of existing solutions and flows, next to adding value through technical expertise and knowledge to assist in the design and architecture the future solutions on this integration platform

More concretely your responsibilities will be

- the ICT Application ownership of our current CRM platform (Used for Sales, Quotation and Customer Service)
 - Translate business and functional requirements into statements of work
 - Challenge both the business requirements and any solutions available



- Follow up of internal and external stakeholders during design, implementation and support
- Be end 2 end responsible for documentation and key-user training
- Provide 2nd line support on CRM
- Technical architecture for the Contraload Integration platform
 - Leverage experience and best practices to review and optimize current application integration landscape
 - Support peers on integration, optimization and master data flows
 - Follow up of internal and external stakeholders during design, implementation and support
- Be responsible for planning, execution and release management of the assigned applications/technologies
- Knowledge and experience sharing with peers

You will report to the ICT Operations Manager.

YOUR PROFILE

- CRM (> 5 years)
 - Experience in design, implementation and support of CRM solutions, focused around Sales and Service
 - Experience with Microsoft Dynamics 365 CRM and/or SalesForce (nice to have)
 - Experience with Application Ownership (Functional/Technical)
- Integration (> 3 years)
 - Experience in Integration Architecture, Analysis and Development
 - Experience with an integration platform (Dell Boomi nice to have)
- Business Analysis
 - Experience with both business and functional analysis
 - Experience with business process design and use-case documentation
- Technical expertise (> 10 years)
- Personal skills:
 - Result oriented and self-motivated
 - Analytical thinking and problem-solving skills
 - Strong communication and interpersonal skills
 - Time management
 - Accuracy
 - Good team player but able to work independently
 - Experience in working in a global context and organization

OUR OFFER

You will have a permanent contract and a market conform remuneration package in line with your knowledge and experience, along with benefits such as hospital insurance, flexible work hours, lunch vouchers and ecocheques.

We continuously invest in your personal and professional development through our permanent training & coaching program.



You will be part of a dynamic and fast growing company that is part of a strong international group. We take pride in our green service and encourage our employees to participate in our growth and help us co-define the path to success. Team-work is central and we offer a warm and relaxed atmosphere in our open-space office with regular sport, team and fun activities.

INTERESTED?

Contraload cultivates a tight-knit team of smart people who care about their work and their colleagues. We believe this is a really exciting opportunity for someone who is up for a fast-paced challenge and is hungry to become an integral member of the Contraload family.

So send your CV and your motivation letter to jobs@contraload.com. We're looking forward to meeting you!

At Contraload we value diversity and inclusion. Applicants are welcomed on the basis of their individual merits and we do not discriminate on the grounds of age, sex, disability, ethnic or racial origin, religion or belief, or sexual orientation. As a global company who is part of society, we truly believe inclusivity is vital to our future success.

External recruitment services/agencies will not be used for this position.