

WROCLAW, POLAND

IS ANALYST QTCS

YOUR OPPORTUNITY

The Business Transformation Office function is responsible for supporting the rest of Sidel with IT projects and services to automate the Sidel Business Processes. This is done by employing a modern set of software and applications on a global scale. We are constantly updating and improving our software and application landscape in order to simplify our processes and how we work and to decrease cost and to improve efficiency and effectiveness. We annually execute 40+ projects, ranging from small change request projects to large multi-million ERP implementation projects.

Sidel Poland is seeking for an Information Specialist who will work with colleagues and consultants to develop and improve the performance of our IT systems for the Services Area, one of the key strategic areas of Sidel. You will work under the responsibility of the Business Analyst to specify, develop, maintain and improve the performance of solutions that automate our business processes. You will also monitor the global performance of IT services which support the core process and take proactive and/or reactive steps to restore or improve service performance.

The deployment of robust IT solutions for After Sales portfolio products (Spare Parts, Service, Training, Planned Maintenance, Retrofit) is a fundamental pillar of Sidel's transformation strategy. The selected IT Analyst will join Sidel to contribute to this highly visible and strategic programme.

YOUR SCOPE

- **MAINTAINING SOLUTIONS:** acting as team member in IT support team
 - Help external service partner in resolving incidents providing needed functional info about Sidel business processes and process integration criticalities
 - Propose actions/solutions to improve the IT support by automating, simplifying, training or similar
- **DEVELOPING SOLUTIONS:** acting as team member in selected projects
 - Reviews, analyse, and evaluates business systems and user needs, and details them; working closely with process teams to prioritise business goals and information needs.
 - Develop and implement the most efficient and cost-effective solutions, by documenting business and technical requirements, driving implementation team, testing and promote solution in production
 - Make recommendations surrounding improving processes, efficiency and practices.
 - Communicate changes and provide training to impacted key users or users.
- Use appropriate tools and methodologies to track and report against budget and plan ensuring that project controls are in place
- Regular liaison with internal and external clients
- Working within a complex matrix organization internationally

YOUR PROFILE

Level of education and languages:

- Relevant Bachelor diploma in Technology or equivalent
- Fluent in English (written and verbal)

Required experience and skills:

- Over 3 years of experience in design and deployment of SAP solutions for after-sales service and spare parts supply chain (either SAP SPP or SAP ECC6 modules SD, CS, MM, PM).

- Strong communication skills, both written and verbal
- Strong attention to detail, especially in high pressure and high activity situations
- Demonstrated ability to guide the work of others, including external suppliers and service providers, to interact with people working remotely, in different countries and from different business and geographical cultures.
- Demonstrates knowledge and awareness of process and service concepts, practices, and procedures.
- Expert in business processes aiming to support sell to final customers after sales portfolio products.
- Experience of deployment of WEB based.
- Broad understanding of technology and software development and implementation practice.
- Customer and business orientation
- Proactivity and goal oriented, with strong sense of personal drive and initiative and with good people and skills
- Analytical and fact-based, relying on prioritisation, clarity, and action orientation

CONTACT

If you are interested in our proposal, please send your CV/resume with cover letter to: Sina Fust, Human Resources Manager, by Email: sina.fust@sidel.com

By applying to this vacancy, the applicant acknowledges and agrees to the processing of his/her personal data included in the job application.

ABOUT SIDEL

The Sidel Group is formed by the union of two strong brands, Sidel and Gebo Cermex. Together, we are a leading provider of equipment and services for packaging liquid, food, home and personal care products in PET, can, glass and other materials.

With over 37,000 machines installed in more than 190 countries, we have nearly 170 years of proven experience, with a strong focus on advanced systems, line engineering and innovation. Our 5,000+ employees worldwide are passionate about providing complete solutions that fulfil customer needs and boost the **performance** of their lines, products and businesses.

Delivering this level of performance requires that we continuously **understand** our customers' challenges and commit to meeting their unique goals. We do this through dialogue, and by understanding the needs of their markets, production and value chains. We complement this by applying our strong technical knowledge and smart data analytics to support maximum lifetime productivity to its full potential.

We call it **Performance through Understanding**.

Find out more at www.sidel.com and connect with us

 blog.sidel.com

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 **Sidel**