

Executive Technology – Business Partner Senior Lead

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Company: Mars

Location: Brussels

Category: computer-and-mathematical

Job Description

The Executive Collaboration Service (ECS) team provides technical strategic consultancy, capabilities, and support to the senior leaders of the global Mars organization. ECS helps executive-level leaders achieve their business goals by supporting, developing, and enhancing their digital productivity and corporate communications engagement contributing towards executive effectiveness. The Executive Technology Segment Senior Lead will be responsible for supporting the Global Petcare business segment headquartered in Brussels. In this office-based and customer-facing position, this role will work closely with the executive leadership team of the Mars Petcare organization and key stakeholders of the segment including Corporate Affairs and Office Services.

This senior role will partner closely with the business segment to identify and lead implementation of opportunity areas to enhance executive-leader effectiveness and engagement, leveraging technology and capabilities from both internal Mars Digital Technologies service lines, as well as external partners.

What are we looking for?

Bachelor's degree from an accredited college or university with an emphasis in Computer Science or related field.

Languages: English (required) with addition of French and/or Dutch preferred.

This is an office based and customer facing role at the Mars Petcare Headquarters in Brussels (80% office presence).

10-15% of the role may require travel within the Europe region (primarily UK and France), with occasional global travel.

Knowledge / Experience

Significant experience providing customer facing end-user IT support, with preference to candidates that have experience supporting executives and senior leaders in large organizations.

Intermediate proficiency in supporting end-user technologies in large global organizations (OS and application support, enterprise deployment, security and identity platforms).

Intermediate proficiency in the understanding the design and support of audio-visual technologies utilized in corporate meeting spaces (hybrid meeting scenarios including event-based deployments).

Advanced proficiency with the Microsoft 365 productivity platform required (Teams, OneDrive, SharePoint, Outlook, PowerPoint, Word, Excel, Viva).

Knowledge and experience in IT Service Management methodologies is an asset (eg. ITIL).

Intermediate proficiency utilizing Microsoft Teams (or similar) as a broadcast or advanced meeting platform is preferred.

Experience in broadcasting, streaming, and videography is an asset.

Experience with Adobe suite of creative applications (Photoshop, Premiere), or similar platforms is an asset.

Experience in corporate communications, event management or related fields is an asset.

What will be your key responsibilities?

Act as a consultative strategist and key technical advisor to the segment senior leadership with a focus on: digital productivity tools and digital adoption/collaboration best practices, hybrid meeting and event management (audio visual technologies to enhance experiences), end user devices, information security, and digital experiences.

Routinely identify opportunity areas for technology improvements to enhance senior leadership

digital capabilities and effectiveness, taking proactive ownership acting as project manager to deliver both “quick win” and longer-term strategic initiatives.

Act as a liaison and customer advocate, identifying and managing (through other internal teams) operational continuous improvement opportunities for the global Mars Digital Technologies organization to provide service delivery excellence to the segment executive leadership.

While not intended to be a large focus of the role, there are circumstances (team coverage and demand) which will require providing executive IT break-fix and meeting support.

Partner closely with the segment Corporate Affairs team to provide ECS team service engagement for internal and external communication initiatives including senior leader live broadcasts, recorded messages, townhalls, and leadership summits.

Act in a Project Manager capacity for the technical delivery of ECS-engaged broadcast events and leadership summits, coordinating activities between Corporate Affairs and the ECS team. Provide thought leadership to Corporate Affairs and leadership teams on creative and technical opportunities to enhance communication events leading to engaging experiences.

While not a direct line manager, this senior role in the ECS organization will be expected to lead through others and help with coaching and mentoring of junior team members.

What can you expect from Mars?

Work with over 130,000 diverse and talented Associates, all guided by the Five Principles.

Join a purpose driven company, where we're striving to build the world we want tomorrow, today.

Best-in-class learning and development support from day one, including access to our in-house Mars University.

An industry competitive salary and benefits package, including company bonus.

Mars is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected

by law. If you need assistance or an accommodation during the application process because of a disability, it is available upon request. The company is pleased to provide such assistance, and no applicant will be penalized as a result of such a request.

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