

Functional Consultant (BE)

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Company: Itineris

Location: Belgium

Category: computer-and-mathematical

Ghent, Sint-Denijs-Westrem

There's a saying at Itineris: Together goes a long way. And we live by that. Whether your job is translating our customers' needs into the best software, selling, coding, or keeping our business running smoothly, we're united by the same mission: growing our company and delivering innovative software that empowers energy and water utilities to engage better with their customers.

What you will work on

The Functional Consultant will join a **(Ghent based) Project Team**, responsible for the **successful & timely implementation of the UMAX solution** at our customers' premises in Europe.

UMAX is the brand name of our software solution for water and energy utilities. It automates their business processes and enables them to better engage with their customers. UMAX is a cloud-based solution, built on the powerful Microsoft Dynamics 365 platform.

As our Functional Consultant, you...

Are the link between Business and IT, for example on the subjects of CRM, Finance, Billing, Meter Data Management, Asset Management,...

Manage customer expectations, and translate Business & Functional requirements into application solutions.

Attend workshops & meetings with the customer onsite.

Follow up on testing and guarantee quality of the solution.

Contribute to the further evolution of the Itineris standard UMAX solution.

Take ownership of the assigned modules in the project and interact with other team members (Functional Solution Architect, Developers, Testers...).

Collaborate closely with the Project Manager and Service Delivery Consultants.

Participate in the project progress meetings and proactively identify risk areas.

Apply your expertise to deliver high quality consulting services to new and existing customers.

Continuously develop and extend your knowledge within the Utility market, and transfer knowledge to other colleagues.

What you bring

Strong analytical skills (master's degree or equivalent through experience).

Skilled in identifying business requirements and can understand customers' business processes.

A strong interest in IT and is eager to learn about the Utilities market, the typical business processes etc.

Excellent oral and written communications skills in Dutch and English.

Willing to travel - depending on the project implementation phase - to the client (usually: a midweek every other week during the analysis phase).

A dynamic team player with true problem-solving mentality.

Hands-on, likes to take initiatives and is driven by quality.

100% customer oriented and adapts swiftly to fast-paced and quickly changing environments.

What we offer

A fast-growing and international environment with offices in beautiful Ghent (Belgium), bustling Atlanta (USA) and lively London (UK).

Working with future-ready water and energy companies and building valuable utility expertise.

Internal mobility, developing your career through various educational programs and growth paths.

An entrepreneurial mindset where you have a direct impact on our growth journey.

An open environment where we understand the importance of taking a break to recharge and achieve the best results. We make it a priority to celebrate milestones, both big and small.

Onboarding, learning and buddy programs to get ready for a smooth start in your new job.

A flexible and inclusive working environment – where people can just be who they are, and where we offer flexible options for hybrid working so you can work in a way that suits you best.

Competitive perks & benefits, because we want to help you reach your full potential, both at work and in your personal life.

A lot of fun moments with an eye for sports, celebration and wellbeing, important for maintaining a healthy work-life balance.

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