

## Functional Consultant - Senior (BE)

Apply Now

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 Senior Functional Consultant will join one of the **Project Teams** responsible for the **successful & timely implementation of the UMAX solution at our customers' premises** in Europe.

The role is based in **Ghent** (Sint-Denijs-Westrem) and requires **relevant ERP implementation experience**.

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 Senior Functional Consultant, you...

Are the **link between Business and IT**

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 **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).

**At least 3-5 years' experience** as a Functional Consultant in the context **large, complex ERP/CRM project implementations**

Expert in **identifying business requirements** and has an excellent **understanding of customers' business processes** .

Experience with **Microsoft Dynamics 365** a 'plus'.

Knowledge of **PowerApps**, Common Data Services, Project Automate, MS Forms pro,... is a 'plus'.

**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.

A dynamic **team player** with true **problem-solving** mentality.

**Hands-on** , likes **take initiatives** and **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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