Release Manager (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 software Release Manager **guarantees and coordinates the timely deployment of our UMAX software** and is **responsible for implementing & managing release processes and calendar**. The Release Manager works collaboratively with the business unit and customer stakeholders to guarantee a successful & timely implementation of Itineris' UMAX solution as used by our customers.

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.

The role will be based in Ghent (Sint-Denijs-Westrem) and might require occasional travel

As our Release Manager, you...

Plan and organize the schedules and cycles for releasing products to each customer, making sure to coordinate with all customers in the business unit.

Take ownership of the release process and continuously **improve** it over time.

Manage risks and **address any issues** that may impact the scope, schedule, or quality of the release.

Conduct reviews to **assess the readiness for release**, including milestone reviews and business go/no-go reviews.

Recognize the need for changes and **adjustments to project plans** as necessary.

Collaborate with Release Coordinators to understand the impact of branching and code merges.

Serve as the **single point of contact** for the customer regarding all release activities, including deployment, testing, documentation, and more.

Maintain a repository of **release-related information** and manage important details such as build and release procedures, dependencies, and notification lists.

Keep and communicate **documentation** related to releases.

Collaborate with the development team to **automate testing and deployment processes** and identify and resolve any issues with building or deploying the software.

Ensure that proper **quality measures** and approvals are followed before software releases.

Coordinate activities that take place after application upgrades and/or releases.

What you bring
A master's or bachelor's degree, preferably in computer science.

Extensive experience in the complete lifecycle of software development, including Development, Testing, Production, Configuration, and Software Delivery.

Able to handle multiple projects with different priorities simultaneously.

A strong analytical mindset and a solid understanding of business principles.

Excels in building relationships with clients on-site and remote and possesses excellent communication and presentation skills.

Strong problem-solving abilities and can effectively resolve complex and time-sensitive issues while instilling confidence in clients.

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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