

Scheduler

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internal, no experience, some experience, internal role Belgium share on

The delaware Support team is a **close-knit community of colleagues that provides locally-based support in an international context** , from our home base in Kortrijk. Within this tight community, the Scheduling team offer their administrative experience to delaware colleagues and act as a sparring partner of the business. We play an integral role in supporting our operations and people, and contribute to the successful completion of delaware consultancy projects.

We are looking for an **all-round administrative colleague and a key user for the internal application** we use to schedule our consultants on projects.

Next to planning power and persuasiveness you have an interest in IT-applications in general .

Could that be you?

Apply for Scheduler!

Thank you for your application.

We will get back in touch with you soon! Have a great day!

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Who are we?

As a part of our Support team, you will be working together with your 2 colleagues mainly in **Kortrijk or in Ghent** .

We are a very close bunch who like to bond over lunch, at the coffee machine, or during fun team activities.

As a Scheduler, you will be the **go-to person for all resource planning requests**:

Take care of the administrative tasks in our scheduling tool (lonbiz);

Help our end-users in using the tool as you look for the solution to their problems;

Check the quality of the scheduling with a critical eye and take action where necessary;

Analyze the scheduling reporting and report the risks to those responsible - secure the Scheduling KPI's. To do so, the Business Team Leads will be your main stakeholders;

Next to your scheduler role, the **Key User role** will complete your task package. The combination of both roles guarantees a varied job.

Be the global tool SPOC (Single point of contact) and knowledge expert for our Scheduling tool with almost users globally;

Key actor in testing upgrades and performing them;

Assist the service desk for blocking issues and eventually escalate towards the end-users and/or vendor;

Proactively search for ways to improve the tool even more. Based on gathered information, business cases will need to be pitched to implement potential changes.

Be the sparring partner of the Process Owner who will support you a lot in your tasks.

Don't worry, you won't have to do this on your own - you can count on the support of two experienced colleagues and the international Process Owner. You will work full-time from one of our main office there, while also enjoying all the benefits of working in an international consultancy firm (e.g. flexible hours, working from home, challenging assignments and room to grow in your function).

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