## Software Solutions Analyst

## Company Business Profile:

Kardex is a global industry partner for intralogistics solutions and a leading supplier of automated storage solutions and material handling systems. Kardex Remstar develops, produces, and maintains dynamic storage and retrieval systems and offers integrated materials handling systems solutions which improve the customers overall business operations.

Kardex partners with their customers over the entire life cycle of a product or solution. This begins with the assessment of customer requirements and continues through planning, realization, and maintenance of customer-specific systems.

### Job Purpose

This is a professional software support position responsible for providing responsive technical support to users of our proprietary software products. A requirement of this position is to develop a thorough knowledge and skill set with our software, as well as familiarity of Kardex Remstar's ASRS equipment and how the software operates in the customer's environment. Moreover, the role includes successful implementation and deployment of Kardex software for New Business projects based on the agreed requirements with the customers. The successful candidate will collaborate strongly with sales, solution design and project management teams.

### Job Requirements

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| **Training/Education:** | ▪ BSc/MSc in Computer Science, Software engineering or Business analysis |
| **Professional Experience:** | ▪ 3-5 years' experience in on-customer-site software related project implementation and support<br>▪ Programming skills & familiarity with SQL and Oracle database<br>▪ Knowledge of scripting languages such as R and Python<br>▪ Network topology & configuration<br>▪ SAP/ERP knowledge is an advantage<br>▪ Microsoft BI knowledge will be consider an advantage<br>▪ Knowledge and understanding of logistics processes (automation, supply chain, WMS) and software solutions in the warehouse/logistics environment (WMS, ERP- systems) is desirable |
| **Other:** | ▪ Comprehensive MS Office 365 suite user knowledge<br>▪ English CEFR Level B2 (upper intermediate)<br>▪ Ability to travel abroad<br>▪ Excellent technical document writing and presentation skills |

### Main Accountabilities

Duties will include technical support; documentation; call tracking and logging; maintenance and upgrades; and online training. Excellent problem solving skills are needed to diagnose whether a problem is a software, hardware, or IT issue, and then bring the best solution to our customers. The position also requires excellent organization and communication skills appropriate to a professional position that integrates IT, operations, and people skills.

- Effective problem resolution skills.
- Create customer satisfaction in performing service.
- Ability to support enterprise software applications and to diagnose and re-create customer issues to determine fix or log software bug if necessary.
- Occasional travel to customer sites, trade shows and corporate trainings.
- Participate in discussions with stakeholders to understand business, software, and system requirements.
- Study, review and understand customer's process, operations, practices and requirement, subsequently translate them to best fit software application.
- Analyze and define software configuration based on project requirement.
- Understand, develop and document Software Functional Description.
- Lead and implement software setup, configuration and rules according to project requirement.
- Document all software application requirements, that includes definition, process flow & design, implementation and testing to the required standards.
- During and post software implementation, diagnose, identify error/bugs and fixes to resolve it.
- Participate in testing and commissioning of the project at customer sites.
- Ensure that the project is implemented successfully, meeting user expectation and quality standards within planned schedule.
- Capture and evaluate customer feedback for improvement.
- Adhere to software deployment best practice.
- Collaborate with other project team member to resolve issues, provide appropriate guidance and advice on software related matters.

## Leadership

- Aptitude for software implementation.
- "Can do" attitude and customer service minded.
- Collaborates in teams effectively.
- Open and easy communicator.
- Ability to work under pressure and independently.
- Excellent customer service skills and service minded approach.
- Ability to influence change across multiple locations/functions and organizations.
- Ability to Multitask.
- Financial, commercial & contractual awareness.
- Structured, self-organized and self-motivated.

## Benefits

- Attractive remuneration package
- Private health insurance
- Corporate pension fund
- International work environment
- Continuous personal development and international training opportunities