

Business Applications Support Analyst (m/f/d)



ALLWEILER GmbH – a subsidiary of CIRCOR – is one of the most successful companies of pump industry worldwide. Our long expertise (since 1860), our high quality standards in combination with advanced construction and pump technology are the basis for our growth. Our own sales companies and distributors in Europe, USA, Asia, Africa and the Middle East assure a high degree of customer satisfaction. In Germany we are located in Radolfzell at the Lake of Constance and in Bottrop-Kirchhellen.

We are seeking a motivated **Business Applications Support Analyst** to join Allweiler. The purpose of this role is to primarily provide day-to-day support for our Application Portfolio, perform app administration and support business initiatives to improve systems and processes. The role will be supporting the business across all levels of the organization – internally and externally.

YOUR RESPONSIBILITIES

General responsibilities

- Meet with decision makers, system owners, and end-users to define business, financial, and operations requirements and systems goals, and identify and resolve systems issues
- Lead design sessions in prototyping new applications for the purpose of enhancing business processes, operations, and information process flow
- Review and analyse the effectiveness and efficiency of existing applications and develop strategies for improving or further leveraging these apps
- Identify and establish scope and parameters of systems analysis to define outcome criteria and measure-taking actions
- Collaborate in the planning, design, development, and deployment of new applications, and enhancements to existing applications
- Conduct research on software and hardware products to justify recommendations and to support purchasing efforts

Operational responsibilities

- Investigating user and application issues – applying problem solving techniques to determine root cause and solutions
- Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in apps across the organization
- Application and end-user support and troubleshooting
- Perform cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions
- Create systems models, specifications, diagrams, and charts to provide direction to system programmers
- Coordinate and perform in-depth tests, including end-user reviews, for modified and new systems, and other post-implementation support
- Provide orientation and training to end-users for all modified and new apps
- Proactive communication with business and end-users during outages or system issues
- Performing SOX audit controls – monthly, quarterly, semi-annual, and annually as required
- Utilizing Service Now (GSD) for managing tickets and system changes

YOUR REQUIREMENTS

- College diploma, university degree or alternative education in the field of business administration, computer science, or management information systems
- Minimum of 5 years related work experience
- Proven experience in overseeing the design, development, and implementation of software and hardware solutions, systems, or products
- Working technical knowledge of programming languages
- Extensive experience with core software applications, including Microsoft, SAP, and others
- Proven experience in the operation and analysis of database hardware, software, and standards, as well as data retrieval methodologies and mainframe applications
- Very good project management skills with an eye for detail
- Excellent analytical, mathematical, and creative problem-solving skills
- Excellent written and oral communication skills with the ability to communicate ideas in both technical and user-friendly language
- Strong customer service orientation with excellent listening and interpersonal skills
- Highly self-motivated
- Ability to effectively prioritize and execute tasks in a high-pressure environment

WE OFFER

- Attractive compensation
- Good development opportunities and career perspectives
- Flexible working hours
- Work within a thriving and accomplished team
- Company pension scheme
- Canteen
- Company fitness (Hansefit) and company bike (JobRad)

YOUR APPLICATION

If you are looking for an opportunity to make an impact in a dynamic company, please send your complete application documents (PDF file and stating your salary expectations and earliest possible starting date) to: [Apply Now \(careerbuilder1.com\)](https://www.allweiler.com/careerbuilder1.com)

