

Job Description: CRM Architect

Job Purpose

As a CRM Architect, you will be in charge of the definition of the Evolution of the Architecture for BSS (Business Support System) like CRM and ERP and able to model the product & Service catalogue both for commercial and technical platforms

Key Responsibilities

- Working as IT Solution Architect, able to follow the project delivery in
- Being Case/Management expert
- Salesforce Expert
- Commercial/Technical Catalogue expert
- SAP Integration

Specialized Knowledge And Required Skills

- +10 years of experience in IT, +5 as CRM/Billing Architect
- Degree: Engineering | Computer science | Economics
- Project experience for medium/large customers and CRM Transformation projects
- Advanced Knowledge of Salesforce
- Good Knowledge of SAP
- Experience designing and governing complex enterprise architectures
- Experience with complex enterprise architectures that include IoT, Asset Management, Big Data, CRM, Identity Management, Billing and API
- Experience in the Agile Software Development model
- Experience using Enterprise Architecture Management tools
- Knowledge and experience with project management methodologies (Agile, Kanban, Scrum, Lean, Prince, PMI)

Preferred Skills

- TOGAF / ArchiMate Certification or equivalent technical competences on SAP
- PMI/Prince/Agile certifications