

Job Title	Business Application Analyst
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Organisation	Challenge Airlines BE
Reports to	IT Infrastructure Manager
Location	Liège, Belgium
Position Code	CHG93
Job Purpose	<p>We are seeking an experienced Business Application Analyst with a strong focus on optimizing business processes to join our team.</p> <p>The ideal candidate will have a deep understanding of various business functions and a proven track record of leveraging technology solutions to streamline operations, enhance efficiency, and drive organizational growth.</p> <p>As the Business Application Analyst, you will play a vital role in analyzing, designing, and implementing process improvements across the organization.</p>
Responsibilities	<ul style="list-style-type: none"> • Business Process Analysis and Improvement: <ul style="list-style-type: none"> ○ Collaborate with cross-functional teams to assess current business processes, identifying pain points, inefficiencies, and areas for improvement. ○ Utilize your expertise to design and implement streamlined workflows that align with business objectives and enhance overall productivity. ○ Drive process standardization and best practice adoption to ensure consistent and efficient operations. • Technology Integration and Solution Design: <ul style="list-style-type: none"> ○ Evaluate existing and potential technology solutions to support process improvements and automation initiatives. ○ Work closely with internal stakeholders to understand their requirements and translate them into effective technology solutions. ○ Lead the integration of various business applications and systems to create a cohesive and efficient technology landscape. • Change Management: <ul style="list-style-type: none"> ○ Champion process improvement initiatives within the organization, driving user adoption and ensuring successful change management. ○ Develop and deliver training materials, workshops, and communication plans to facilitate smooth transitions to new processes and technologies. • Vendor Relationship Management:

	<ul style="list-style-type: none"> ○ Collaborate with technology vendors to understand their offerings and how they align with the organization's needs. <p>Manage vendor relationships, contracts, and service level agreements to ensure technology solutions meet business requirements.</p> <ul style="list-style-type: none"> • Continuous Improvement: <ul style="list-style-type: none"> ○ Stay up to date with industry trends, emerging technologies, and best practices related to business process optimization. ○ Proactively identify opportunities for ongoing improvements and innovations within the organization. • Project management <ul style="list-style-type: none"> ○ Leading complex projects. ○ Analyzing and gathering requests. ○ Customizing and hands on capabilities. <p>Timeline and delivery accountability.</p>
Job Requirements	
Education	<ul style="list-style-type: none"> • Bachelor's degree in business administration, Management, Information Systems, or a related field.
Experience, Skills, and Personal Attributes	<ul style="list-style-type: none"> • Proven experience (5 years) as a Business Application specialist or similar role with a focus on optimizing business processes. • Strong expertise in business process analysis, design, and improvement methodologies. • Experience with process mapping, workflow automation, and technology integration. • Solid understanding of various business functions such as sales, finance, and operations. • Excellent analytical and problem-solving skills, with the ability to translate business needs into effective solutions. • Strong communication skills and the ability to collaborate with diverse teams across the organization. • Self-learner and self-motivated. • Basic HTML development capabilities and WordPress sites management • Relevant certifications in business process optimization or project management are highly desirable. • Project management experience and familiarity with Agile methodologies is a plus. • Experience in Marketing Automation / CRM / native application - advantage • Experience in the aviation industry – advantage. • Experience in Amos maintenance system – advantage

