

Are you Norican's new Support Manager?

About Norican Group

Norican Group is a world-leading provider of technology for the production and treatment of metallic parts.

Find out more about Norican Group www.noricangroup.com

Description of the position

Norican IT is looking for a Support Manager to manage and further develop application support and maintenance for our 1300 users around the world on our Global systems. We are running modern cloud solution mainly on Dynamics 365 and add-ons. End user satisfaction and experience, delivery efficiency and keeping solutions updated will be key to success in this position.

Your responsibilities

- Oversee and participate actively on application support of our Global Business Application
- Evaluate, manage, and continually improve the performance of application support.
- Analyze support tickets resolved and suggest improved actions e.g. needs for key-user information or additional training.
- Manage lifecycle of Global Applications with regular upgrades This includes planning each upgrade, identifying needs for tests, review of customizations, for update of process documentation, and user training brush-up and finally to meet the given deadlines.
- Ensure the best practice processes and instructions for Process-System global support are in place and needed training within Process-System Team.
- Develop support system to be able to offer end user experience and high automation level for efficiency.

Your qualifications

- Good understanding of Business Processes in manufacturing industry, and IT's roles in it.
- Able to clarify what is important and prioritize both from a Business and IT perspective.
- Self-motivated with the ability to work independently and in a team.
- Open minded, collaborative in nature and sharing/involving in due time.
- Analytical, structured and a fast learner.
- Good communication skills getting the right information to the right audience at the right time.
- International oriented and business fluent in English

Your professional background

- Experience in managing support and maintenance in a larger organization.
- Experience working in global, complex Business organization spread over nearly all time zones.
- Experience on Microsoft products or other cloud solutions.
- Hands on experience being involved in or driving international IT-projects.
- Manage IT-suppliers and IT-consultants.
- Has a relevant IT education.



Reasons to join

At Norican, we are going through a period of growth with innovative products and solutions. This offers positive challenges and opportunities for your career, along with the ability to take an already successful business to the next step of its development.

- You will get to join a successful global business, which is undergoing significant change, including the introduction of digital AI solutions.
- We are a market leader in our industry.
- Your career development is fully supported.
- We are a sustainability conscious company who cares about the planet and who in 2021 signed up to the Science Based Targets Initiative.
- We appreciate passionate colleagues who are driven by innovation, expertise, and loyalty.

Interested?

For more information, feel free to contact Global Business Process-Systems Manager, Anette Olsen on +45 6120 1147.

Deadline for applications is June 7th, 2024, but please submit your cover letter and CV as soon as possible to human.resources@disagroup.com, since we will be processing incoming applications continually.

Location: Højager 8, 2630 Taastrup, Denmark
Start date: As soon as possible
Employment: Permanent, full time

We look forward to receiving your application and your CV.