



HR One Group  
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[www.hronegroup.com](http://www.hronegroup.com)

Erkenningsnummer  
VG. 1690/BO B-AB10.018.

## IT MANAGER

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For a European market leader in firefighting agents and flame-retardant additives & coatings, we are looking for an IT Manager. As the IT Manager, you will be responsible for developing and managing the company's IT landscape, ensuring alignment with business processes, and maintaining strong relationships with external IT service providers. As there is currently no internal IT department, you will act as a key business partner, optimizing IT operations, maintaining and enhancing the Navision ERP system, and ensuring effective IT support in collaboration with external partners. Your goal is to drive efficiency, improve IT governance and enable business growth through smart IT solutions. Additionally, you will be responsible for capturing change requests, setting priorities, and ensuring that IT solutions align with business needs. You will also play a hands-on role in managing access rights and security. In the future, you may be involved in the implementation of a Warehouse Management System (WMS).

### KEY RESPONSIBILITIES

- **IT Strategy & Business Alignment:**
  - Develop and implement an IT roadmap aligned with business objectives.
  - Act as a strategic IT business partner to internal stakeholders, ensuring technology supports operational needs.
  - Drive digital transformation initiatives and process improvements.
  - Understand and optimize business processes to improve IT effectiveness.
- **ERP Management & Optimization:**
  - Oversee the maintenance, support, and optimization of Navision ERP.
  - Identify opportunities for system enhancements and integrations.
  - Work closely with business users to improve efficiency and usability of Navision.
  - Capture and prioritize change requests to ensure continuous improvement.
- **Vendor & External Partner Management:**
  - Manage and optimize relationships with external IT service providers, ensuring quality service delivery.
  - Negotiate contracts, SLAs, and manage vendor performance.
  - Coordinate IT support and troubleshooting with external partners.
- **IT Operations & Support:**
  - Ensure smooth IT operations, overseeing system availability and performance.
  - Develop a structured approach for handling IT support requests, collaborating with external service providers.
  - Establish IT governance policies and best practices.
  - Manage access rights and security with a hands-on approach.
  - Identify and address key IT challenges while maintaining existing systems.





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- **Business Intelligence & Reporting:**
  - Support and improve the existing BI tools within Navision.
  - Work with stakeholders to ensure data-driven decision-making.
  - Identify opportunities for advanced analytics and reporting improvements
- **Future Developments:**
  - Long-term focus on high-level IT changes and improvements.
  - Potential future implementation of a Warehouse Management System (WMS).

## REQUIRED EXPERIENCE AND KNOWLEDGE

- Background in Information Technology, Computer Science, Business IT, or related field.
- Proven experience in IT management, IT business partnering, or a similar role.
- Strong knowledge of ERP systems, preferably Microsoft Dynamics Navision.
- Experience working with external IT service providers and vendors.
- Familiarity with business intelligence tools and data management.
- Strong problem-solving skills and ability to optimize IT processes.
- Hands-on experience with access rights management and IT security.
- Experience in a production environment and in an international company is highly preferred.
- Fluency in both English and Dutch.
- Strong communication skills, ability to clearly point out difficulties, and provide structured solutions.
- Able to work independently and take ownership of IT projects.

