

CRM Project Manager / Business Analyst (m/w/d) in Saarbrücken

Référence : 33679960

Festanstellung | Deutschland | Information Technology

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- Ort : Deutschland
- Tätigkeitsfeld : Information Technology
- Vertragsart : Festanstellung
- Standort der Position : Saarbrücken

Beschreibung des Unternehmens

Wir – die ODDO BHF Solutions GmbH – sind ein kürzlich gegründetes und dynamisches Business Solution Center in Saarbrücken. Als Tochter der deutsch-französischen ODDO BHF Gruppe unterstützen wir eine der führenden Privatbanken in Europa dabei, die Bedürfnisse vermögender Privatkunden, mittelständischer Unternehmen sowie institutioneller Investoren zu erfüllen.

Unsere Mission ist es, zukunftsweisende Lösungen sowie ein leistungsstarkes Serviceangebot anzubieten und somit insgesamt maßgeblich zum Erfolg der ODDO BHF beizutragen. Die ODDO BHF Solutions GmbH steht für einen starken kollegialen Zusammenhalt sowie die gelebte Wertschätzung von Vielfalt, Akzeptanz und Toleranz. Mit unserem starken Mutterunternehmen im Rücken haben wir uns ehrgeizige Ziele gesetzt, die wie gerne zusammen mit Dir erreichen wollen.

Stellenbeschreibung

Aufgaben

- As an IT CRM Business Analyst, you will play a key role in shaping the evolution of our CRM ecosystem and driving business value across the ODDO BHF Group. You will work at the intersection of business, data and technology, ensuring that our CRM platform remains a strategic accelerator for Sales, Marketing and Client Relationship Management.

  Your responsibilities include:

  Business Analysis & Requirements Engineering
- Analyse and challenge business processes and needs in collaboration with operational teams and subject matter experts.
- Produce clear and comprehensive functional specifications, business cases and synthesis for management.
- Lead workshops and project committees, ensuring alignment between stakeholders across Saarbrücken, Paris and Tunis.
  Solution Design & Product Evolution
- Propose and evaluate solution approaches in collaboration with IT experts across the ODDO BHF Group.
- Contribute to functional modelling, target design and optimisation of CRM foundations and modules.
- Integrate data analysis, data modelling and reporting requirements into the product lifecycle.
  Project Management & Delivery
- Manage project progress, risks, alerts and mitigation strategies within the team's project portfolio.
- Coordinate feasibility assessments with development teams, providing ongoing functional support.
- Oversee budget follow-up, task planning and preparation of steering materials.
- Prepare concise synthesis documents enabling clear decision making.
  Operations & Continuous Improvement
- Ensure effective incident management: analysis, qualification, coordination and follow-up until resolution.
- Drive change requests in accordance with the team's project framework.
- Support end-users and contribute to the continuous enhancement of CRM processes and functionalities.

Anforderungsprofil

Anforderungen

- You combine analytical strength, business understanding and technical curiosity. You enjoy being a reliable partner for business units and a bridge to technology teams.

- Degree in Computer Science, Mathematics, Business Administration with IT focus, or equivalent professional experience in an IT environment.
- 3–7 years of experience as an IT Business Analyst, Functional Analyst or equivalent role.
- Experience in banking, financial services or another regulated environment.
- Practical experience with CRM platforms and customer-facing business processes.
- Strong understanding of requirements engineering and Agile delivery methodologies.
- Experience working with cross-functional teams including Business Stakeholders, Product Owners, Developers and QA teams.
- Good understanding of production support, incident management and change management processes.
- Knowledge of data analysis, data modelling and reporting concepts.
- Ability to translate complex business requirements into clear functional specifications, user stories and acceptance criteria (analytical, problem-solving and critical-thinking skills.)
- Experience preparing and executing functional testing and user acceptance testing (UAT).
  Interest in Artificial Intelligence and GenAI use cases to improve business processes and delivery efficiency.
- Demonstrated ownership, proactivity and ability to manage priorities independently.
- Very good command of German and English; professional French is a strong advantage. Willingness to travel occasionally to Paris and Tunis.

Ansprechpartnerin
Frau Bärbel Bahr