

Application Manager (Salesforce)

Location: Turin

We are a unique company in Turin: **Skylogic is 100% Eutelsat, a Multinational Service Provider and leading satellite operator in Europe, the Middle East and Africa.**

We provides satellite communication for 40 years for video, data and broadband applications.

For further information, please visit our website www.eutelsat.com

The Role

The Application Manager will supervise the implementation, enhancement, and maintenance of the IT system to deliver business services to end-users and partners. The IT system is built on a core system based on Salesforce as CRM, Zuora as billing system, and an internally developed OSS. Furthermore she/he will ensure achievement of service operations and project objectives/outcomes aligned with division-wide goals.

Responsibilities

- Comprehend business strategies and requirements and develop necessary plans to ensure projects and solutions satisfy those needs
- Participates to service specification definition with relevant departments (commercial, marketing, legal, financial and technical)
- Plans, directs, tracks, and manages progress, resolves issues, and manages changes in current services and projects. Escalates problems as needed to appropriate recipient (other managers, executives). Effectively negotiates changes and provides supporting documentation as needed
- Manages outsourced activities by identifying, assess, and engaging appropriate suppliers; processes the purchase requests and monitors the supplier activities
- Maintains quality service by establishing and enforcing organization standards
- Acts as main contributor in the design of the global architecture of the services
- Promotes technology innovation

Requirements

- Graduate degree in Computer Science, Telecommunication and/or related fields
- Proven knowledge in managing complex IT architecture
- Proven knowledge of state-of-art IT technology
- Proven knowledge of Salesforce, specifically Sales Cloud, Marketing Cloud and Service Cloud
- Proven knowledge of other enterprise applications such as CRM, ERP, OSS, Billing, and logistic tools is a plus
- Excellence communication skills
- Fluent in English. Marketing and commercial departments are based in Paris, and Eutelsat sells its services worldwide.
- Knowledge of French is a plus
- Knowledge of ITIL best practices is a plus
- Good knowledge of Telecommunication services is strongly recommended

Skylogic S.p.A. Unipersonale

Sede legale: Strada Pianezza, 289 – 10151 Torino. Italia
CF/P.IVA (VAT Nr.): 07 977 230 015
Capitale sociale € 10.000.000
Società soggetta a direzione e coordinamento di EUTELSAT S.A.

Tel.: +39 011 27 38 700
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skylogic@skylogic.it
www.skylogic.com

Type of contract: permanent contract.

Working time: Full-time

Location: Turin

Contact: recruiting@skylogic.it

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