

CRM Configuration Specialist

AQRANCE is a leading consulting company providing a holistic set of services to top pharmaceutical companies. With over 20 years of experience in the industry, our team of seasoned experts drives digital transformation while boosting efficiency and productivity for our clients helping them achieve their goals. We are looking for a talented individual passionate about technology, who would like to join our team of experts as a CRM Configuration Specialist. We have been certified as a **Great Place to Work** and put great value in creating a healthy and stimulating environment where each member of the team can feel valued and empowered to grow and develop both personally and professionally. This is a unique opportunity for you to grow alongside the company.

We offer a full-time remote or hybrid position, with our main offices located in Athens, Greece.

The role within Aqurance:

The **CRM Configuration Specialist** is the person responsible for understanding the client's requirements and suggesting how these requirements can be met by the proposed product or solution. It's a customer-facing and backend design and development role, needing to work in tandem with other teams and their own team members to achieve the desired results for new and existing clients.

The position reports to the **Professional Services Manager**.

Is your **profile** right for the job?

The right candidate to apply for this job is a Bachelor's Degree holder related to Computer Engineering or equivalent knowledge area, with proven working experience in software engineering or computer system integration.

You will be responsible to:

- **Analyze** and decompose complex business requirements
- **Consult** clients on product and solution enhancements
- Lead or participate on **CRM implementation** projects
- Maintain technical documentation on solution development and **business logic**
- Work as part of a **team** to analyze, transform and load data
- Assist in product and **solution demos** including preparation and continuous updating on all required documentation
- Troubleshoot solutions built on **Salesforce**, as needed
- Provide user **training** to new users and refresh training to existing users, on new functionalities
- Get the opportunity to work on **micro-projects** in areas that you can identify a possible improvement
- **Collaborate** with other team members and stakeholders
- Design new user-facing features
- Build **reusable** components and packages for future use
- Ensure the technical **feasibility** of proposed system architectures

Does the following describe you?

An **excellent communicator**. You can communicate complicated technical concepts in ways that make the ideas and processes accessible to a business audience.

An analytical thinker with problem-solving abilities. You **genuinely care** for your customer success and appreciate the need of delivering high-quality output.

A real **team worker** who enjoys actively collaborating with others and **sharing your knowledge** as a mentor. You contribute to building a positive, **can-do**, high-performance culture. You possess a desire to make those around you **successful**. You are polite, creative, punctual, resourceful, and thorough, with **attention to detail**.

Possessing **skills and experience** in the following areas will benefit you:

- Knowledge of software development lifecycle and business process modeling.
- Good understanding of current IT and cloud computing concepts.
- Fluent in writing SQL queries, reading data models, and discussing CRM concepts.
- Familiarity with Office 365 environment and proficient knowledge of Microsoft Excel desktop application.
- Good understanding of web markup, including HTML5, CSS3, client-side scripting and JavaScript frameworks.

Previous working experience in a **corporate environment** is essential. Related professional certifications are welcome. Excellent command of the **Greek and English languages** is required.

Good knowledge of **Java, Salesforce** administration or working experience in pharmaceutical industry will be considered a plus, along with experience in working under standard Project Management methodology and principles.

Data visualization and business reporting experience will also ease the learning curve you need to ride, to succeed in this position.

Do you want to join us? We wish to meet you!

We are an equal opportunity employer and value diversity in our organization. We do not discriminate on ethnicity, religion, national origin, gender, sexual orientation, age, marital status, or disability. You are not required to include these details in your application. The only requirement is that you are already legally allowed to work in the European Union.

Please contact hr@aquarance.com should you have any additional questions about the vacancy or the recruitment process.