



Carhartt is the original workwear brand from the US that has been creating high quality work wear since 1889 to serve and protect hardworking people. Our products are robust and excel in durability, comfort, functionality, fit and styling. Craftsmen appreciate our products and have been fan of this legendary American brand for many years. Our clothing can be used for many (professional, craft and outdoor) activities and can be worn during and after work.

For our IT team at Carhartt EMEA/PAC, we are now looking for a new team member:

Systems & Integrations Support Analyst

The EMEA Systems & Integrations Support Analyst maintains and provides support for various EMEA systems and applications including B2B Portal, CRM, Project Tools, and other EMEA systems. Next to that this role will be responsible for the coordination of the setup and maintenance of EDI (Electronic Data Interchange)/API (Application Programming Interface) integrations with our EMEA Wholesale customers.

In this solitary role, the candidate is expected to work independently with little supervision, to have excellent organization and problem-solving skills. This role will be in daily contact with business process owners and stakeholders throughout the company including working with members of the global IT team of Carhartt Inc. (US, Mexico and India) on a regular basis.

Duties and Responsibilities:

- Support and maintain all EMEA applications.
- Set up documentation of EMEA applications if needed.
- Create user manuals for (EMEA) applications.
- Execute training sessions for internal end users of the applications.
- Troubleshoot, support, configure and deploy EMEA systems.
- Identify opportunities for process improvements within the managed applications.
- Execute test plans and document results.
- Appropriately identify risks, constraints, and assumptions.
- Work with global technology/network teams to maintain the EMEA systems and infrastructure.
- Partner with internal and 3rd party partners to run projects.
- Reach across functional group to other members of global IT to ensure integration points are understood, supportable and scalable.
- Commit to project timelines, due dates and project methodologies.
- Coordinate the setup of new EDI/API connections with EMEA wholesale customers.
- Document all EMEA EDI/API connections.
- Test EMEA EDI/API connections together with customers.
- Effectively and respectfully communicate with end users and (internal/external) customers to accurately identify and resolve defects/bugs that arise.

What do you bring to the table?

- Bachelor's degree in informatics/computer science or related field or equivalent years of experience.
- 3-5 years of professional experience in managing systems and applications.
- Experience with EDI/API integrations and standards is an absolute must!
- Excellent attention to detail with a focus on user experience.
- Strong ability to quickly understand defects/bugs and technical awareness and know-how to find the source of the issue.
- Work under deadlines while maintaining strong attention to detail and quality of your work; ability to meet timelines.
- Excellent organizational, communication and interpersonal skills, including a strong commitment to follow-up, follow-through, collaboration with cross-functional teams with a sense of urgency.
- Ability to manage multiple projects in a fast-paced, deadline-driven environment.
- Experience in wholesale / apparel preferred.
- Strong verbal and written communication skills in English (business level), proven ability to communicate with all organizational levels including management as well as with external customers.
- Outstanding organizational skills with demonstrated ability to prioritize workload and attention to detail.
- Flexible and responsive to new or special projects assigned.
- Ability to work in a team environment with coworkers and internal customers, as well as with external (wholesale) customers.
- Willing to work some evenings and/or weekends if necessary.

What do we have to offer?

Carhartt is a family-owned company for 135 years now and stands for transparency, honesty, authenticity, and respect. The Carhartt EMEA/PAC team currently consists of around 70 associates. We offer a 37-hour week, a hybrid way of working, a strong employee benefits package, 25 leave days per year. We supply you with home office equipment in case you would like to work from home for part of the workweek. Finally; we have a great EMEA team that you will join in our beautiful office in Amsterdam-Oost!

Application process

We will (only) contact candidates with a suitable background (see entry requirements) and potential match for this role who live in the greater Amsterdam area. Please apply with your CV (Resume) and motivational letter. The first interview will be online (via Teams), the second interview will take place at our office.

Interested? We would like to hear from you!

Please apply by sharing your CV and motivation via this platform or directly to:

emea-recruitment@carhartt.com