



Senior SAP CRM Technical and Functional Analyst

Location: Melle, Belgium

Are you ready to take your career to the next level?

Do you thrive in environments that challenge and inspire you?

Would you like to grow within a team that values both excellence and enjoyment at work?

Taleo Consulting is an international management consulting group with offices in **France, Luxembourg, Belgium, The Netherlands, Switzerland, Spain, Singapore, Portugal, and Italy.**

We've grown into a team of **450+ talented professionals** across **10 offices worldwide**, partnering with leading organizations in **Financial, Life Sciences, Retail, and Energy** - Sectors, to drive transformation and deliver lasting impact.

At Taleo, you'll find more than just a job. You'll join a community of ambitious consultants who share a passion for growth, innovation, and teamwork. Together, we create an environment where you can develop your skills, take on new challenges, and truly make a difference.

What Will You Do?

At Taleo Consulting, we believe that **our growth starts with our people**. When our consultants thrive, so do our clients.

Motivated, curious, and passionate professionals make a real impact, not only on their own careers but also on the success of the organizations they support.

We're looking for individuals who **embody our values** and help us foster strong, trust-based relationships with both our **clients** and our **teams across the globe**.

Our success is built on the **talent, collaboration, and commitment** of our people and we're now looking for a **Senior SAP CRM Technical and Functional Analyst** to join our journey.

Our client is seeking a Senior SAP CRM Technical and Functional Analyst to strengthen the ICT Applications Customer Service & Key Accounts team. This role is part of the ongoing development and optimization of the customer management system based on SAP S/4HANA CRM, which is already operational and expanding.

The consultant will primarily work within the KICkeR (KlantInformatie Centraal & REG) product team, responsible for the customer information platform and support for REG services (bonuses, energy installations, customer files, legal obligations).



Main Responsibilities

- Evolutionary and corrective maintenance of SAP CRM applications.
- Functional and technical analysis in close collaboration with the business.
- Configuration and setup of the SAP CRM system.
- Support for developers and execution of technical and system tests.
- Incident management and adherence to change and release management processes.
- Functional and technical documentation (guides, scripts, user support).
- Proposal of improvements based on technical and functional expertise.

Functional Environment

- Management of business partners, mandates, customer interactions, and customer files.
- Implementation of a 360° Customer View.
- Integration with customer-facing applications (Fluvius customer portal, etc.).

Required Skills (Must have)

- Minimum **5 years** of experience as an **SAP CRM technical/functional analyst**.
- Proven experience with SAP CRM S/4, CRM WebUI, and debugging and optimizing Z programs.
- Experience in large organizations (no SMEs).
- **C2 level proficiency in Dutch.**
- Higher education (Bachelor's or Master's degree) or equivalent experience.

Desired Skills (Should / Nice to have)

- SAP CRM Sales & Service, ABAP CRM, GenIL/BOL.
- OData, SAP NetWeaver Gateway, SAP CRM 7.
- Integrations with SAP BW, FI, IS-U, SAP PO.
- Agile/Scrum methodology.
- Experience in the Belgian energy sector, JIRA/Confluence, OpenText, Interaction Center.



Practical Information

Desired start date: March 2, 2026

Duration: Until March 2, 2028 (extendable)

Remote work: Possible with agreement from the team leader

Evaluation: 50% quality – 50% price

How do we imagine our future Senior SAP CRM Technical and Functional Analyst?

We attract top talent and empower them with the right environment to excel and drive collective success.

Why should you join us?

By joining Taleo, you'll become part of a **talented, international, and dynamic team**.

You'll benefit from **real career growth opportunities**, continuous learning, and the chance to build **long-lasting relationships** across borders and industries.

If you recognize yourself in this description and are ready to grow with a company that values ambition, collaboration, and excellence, let's connect.

Share your CV and take the next step in your journey with Taleo

