

## **JOB OPENING BUSINESS & SUPPORT CONSULTANT**

### Who is inDeap?

inDeap, located in West Flanders, specializes in database publishing, by automating the content and layout of publications (such as catalogues, price lists, datasheets, flyers, etc.). The focus is on connecting different PIM systems\* with Adobe InDesign through our own SaaS middleware 'Magnispot'.

*\*PIM (Product Information Management) provides a single source of truth to collect, manage and enrich marketing related product information and publish this into different omni-channel marketing channels, such as websites, e-commerce, marketplaces, printed publications, ...*

### About the position?

As a Business & Support Consultant you will engage directly with our customers and partners. You are driven and will learn when and how to ask the right business questions. You support our customers and partners to ensure our solution meets the requirements. You have a profound understanding of data models and how to use them to efficiently meet the customer's needs. The words flexible, analytical, structured, team-player and creative thinker don't frighten you, but reinforce you.

### What about you?

#### Key responsibilities

- Analyze and map customer's business requirements, processes, and objectives
- Design, implement and manage accurate print publishing projects and processes
- Expert level support for our customers and partners during and after the implementation
- Deliver customer and partner training
- Deliver content for training, write articles for our knowledge base, and create how-to-videos and webinars
- Demo our solution to potential customers and partners
- Product quality assurance, test new functionalities and bug fixes

#### Requirements

- Bachelor or master's degree
- At least 3 years' work experience in B2B/B2C processes
- Analytical mindset with an eye for detail and quality
- Customer-focused
- Work in a pragmatic and solution-oriented way
- Take ownership from start to finish
- Be naturally curious and willing to learn new skills in a fast-paced environment
- Proficient in Adobe InDesign
- Knowledge of the Adobe InDesign EasyCatalog plugin is a nice extra
- Knowledge of Microsoft Office
- Flexible about travelling abroad for a few days per month
- Excellent English language skills, spoken and written

What's in it for you?

A challenging position in a scale-up with strong international growth potential.

Internal training to provide you proficient knowledge of data modelling and data analysis.

Be part of a driven/passioned team that takes pride in what we do.

A competitive salary package with many benefits.

A lot of professional freedom, personal development, and exciting challenges.

Possibility to work (partially) remote.

A great opportunity to have an impact on database publishing worldwide and shape a product to the right market/customer fit.

Of course, we also want you to live our core values

- We aim for **perfection**, and check every detail before delivery
- We work **independently**, and choose the best software, tools, and solutions
- We help our customers and colleagues in an **optimistic** way, full of enthusiasm and drive
- We communicate **transparent**, and treat all people in a correct and respectful way
- We act and react **fast** and **pro-active**, and keep our customers, partners, suppliers up to date at all times

Interested in this vacancy? Contact Karen Debruyne via [karen@indeap.com](mailto:karen@indeap.com).