IT Business Analyst – Warranty & Applications

Location: Brussels

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 IT Business Analyst – Warranty & Applications** to join our journey.

About the role
For one of our clients, a leading player in the automotive sector, we are looking for a **IT Business Analyst – Warranty & Applications** to join the IT Department, within the Retail Repair – Retail Guarantee team.
In this role, you will act as the functional and application expert for the Guarantee domain, ensuring the **continuity, optimisation and evolution of applications supporting warranty claims**, recall campaigns and roadside assistance.

You will serve as the key link between business stakeholders, IT teams, automotive brands, external partners and the dealer network, translating business needs into effective IT solutions while ensuring application reliability and operational excellence.

Your responsibilities

- **Business Analysis:** Gather, analyse and challenge business requirements, translate them into functional specifications, business rules and acceptance criteria.
- **Application Management:** Ensure the functional and operational continuity of Guarantee applications, monitor critical interfaces and coordinate the resolution of complex incidents.
- **Application Lifecycle Management:** Identify recurring issues, perform root cause analysis and drive sustainable corrective actions.
- **Project & Change Management:** Coordinate application enhancements and projects from initial scoping and requirements analysis through development, testing, deployment and post-go-live support.
- **Stakeholder Management:** Act as the central point of contact between business teams, IT, automotive brands, external suppliers and dealer networks.
- **Testing & Quality Assurance:** Organise functional testing, coordinate business validation and ensure the quality and acceptance of delivered solutions.
- **Governance & Reporting:** Monitor risks, budgets, timelines, dependencies and project progress, ensuring clear communication and timely escalation.
- **Documentation & Knowledge Sharing:** Maintain functional documentation, application procedures, business processes and support guidelines.

Your profile

- Bachelor's or Master's degree in IT, Business, Economics, Engineering or equivalent experience.
- At least **3 years of experience** in Business Analysis, Application Management, Product Ownership, Project Management or IT Service Management.
- Experience working in complex application environments involving multiple systems, interfaces and stakeholders.
- Strong analytical, organisational and problem-solving skills, including root cause analysis.
- Ability to understand complex functional and technical processes and translate them into clear business requirements.
- Strong stakeholder management and communication skills, with the ability to challenge requirements and drive decisions.
- Autonomous, proactive, structured and results-oriented, with the ability to balance operational activities (RUN) and project work (CHANGE).

Nice to have

- Experience in the automotive industry.
- Knowledge of Warranty Management, After-Sales processes, Claims Processing, Roadside Assistance or Invoicing.
- Familiarity with application ecosystems involving SAP, DMS and data platforms.

Languages

- Fluent in French or Dutch.
- Good knowledge of the other national language.
- Professional proficiency in English.

How do we imagine our future ?
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

