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1. CRM IT Support Specialist – Adobe & Siebel

Offshorable	Yes
English Required	Yes
Location	Headquarters – Paris

Role Summary

The CRM IT Support Specialist is responsible for the day-to-day support, maintenance, and enhancement of the CRM ecosystem, with a focus on Adobe Campaign and Siebel. This role ensures the stability and performance of CRM tools used across online and offline channels. The specialist serves as a key point of contact for resolving incidents, managing service requests, and supporting projects related to customer data and communication tools.

Main Responsibilities

You will ensure:

- Monitoring and first-level support for Adobe Campaign and Siebel applications.
- Timely resolution of incidents and service requests raised by business users.
- Proper documentation of issues, resolutions, and procedures in Confluence.
- Ticket management and follow-up in Jira.

You will also:

- Collaborate with project teams to support deployments and configuration changes.
- Coordinate with vendors and integrators for escalations.
- Contribute to data quality improvements in CRM systems.
- Participate in UAT and regression testing when needed.

Key Stakeholders (Internal & External)

- Direct supervisor (Head of Data & CRM Architecture)
- IT department colleagues (support and project teams)
- CRM & Marketing business teams
- Operation and sales teams (for campaign issues or escalations)
- AS Watson Group function support

Key Performance Indicators

- First-time resolution rate
- Ticket SLA compliance
- System uptime and performance
- User satisfaction score

Education & Experience

- Bachelor's degree in IT or related field
- 2–4 years' experience in CRM application support (Adobe Campaign/Siebel preferred)
- Previous experience in a retail context is a strong plus

Technical Skills
Mandatory for the role
• Adobe Campaign (Classic or Standard) • Office 365 tools (Excel, Outlook, Teams) • Jira & Confluence
Complementary knowledge (strongly preferred)
• Siebel CRM • SQL and data extraction/analysis • Customer segmentation and data management • Knowledge of retail CRM strategies • Reporting
Soft Skills
• Strong problem-solving mindset • Ability to communicate clearly with non-technical users • Team player with a customer-centric approach • Rigor and attention to detail

2. Project Manager

Offshorable	No
English Required	Yes
Location	Headquarters – Paris

Role Summary

The IT Project Manager leads the planning, execution, and delivery of IT projects, primarily in the retail domain. This role oversees cross-functional collaboration, ensures alignment with business needs, and follows structured project management practices. It involves strong coordination with internal teams, external providers, and business stakeholders across online and offline activities.

Main Responsibilities

You will ensure:

- End-to-end project management for IT and digital initiatives (planning, execution, monitoring)
- Regular reporting on progress, risks, and budget
- Clear communication with business units and IT teams

You will also:

- Define project scope and deliverables with stakeholders
- Lead workshops and gather requirements
- Manage project documentation using Confluence
- Track tasks and sprints using Jira

Key Stakeholders (Internal & External)

- Direct supervisor (Head of Data & CRM Architecture)
- IT department colleagues (support and project teams)
- CRM & Marketing business teams
- Operation and sales teams (for campaign issues or escalations)
- AS Watson Group function support

Key Performance Indicators

- On-time delivery rate
- Budget adherence
- Business satisfaction score
- Risk and issue management efficiency

Education & Experience

- Master's degree in IT, Business, or related field
- 4–6 years of experience in IT project management
- Experience in retail or consumer goods industry preferred

Technical Skills
Mandatory for the role
• Office 365 (Excel, PowerPoint, Teams, SharePoint) • Jira & Confluence • Project planning tools (MS Project, Wrike or similar)
Complementary knowledge (strongly preferred)
• Understanding of retail IT systems (POS, CRM, eCommerce) • Familiarity with agile and hybrid methodologies
Soft Skills
• Strong communication and coordination skills • Structured and proactive approach • Ability to manage multiple priorities • Comfortable working in a fast-paced, evolving environment

3. Data Architect

Offshorable	No
English Required	Yes
Location	Headquarters – Paris

Role Summary

The Data Architect is responsible for designing and maintaining the global data architecture across all business units. This role ensures that data flows, storage, and access meet the needs of the company while respecting performance, security, and compliance requirements. The Data Architect collaborates with IT, business teams, and partners to create a reliable and scalable data environment that supports analytics, reporting, and operational systems.

Main Responsibilities

You will ensure:

- Design and documentation of the data architecture (models, flows, integrations)
- Alignment of data models across platforms (CRM, ERP, POS, eCommerce, etc.)
- Governance and consistency of data definitions and uses

You will also:

- Collaborate with BI, CRM, and IT teams to define needs and priorities
- Support implementation of data solutions (DWH, data lake, real-time architecture)
- Monitor data quality and propose improvements
- Contribute to cloud and on-premise architecture strategy

Key Stakeholders (Internal & External)

- Direct supervisor (Head of Data & CRM Architecture)
- IT department colleagues (support and project teams)
- CRM & Marketing business teams
- Operation and sales teams (for campaign issues or escalations)
- AS Watson Group function support

Key Performance Indicators

- Data model reuse and consistency across projects
- Reduction of data silos
- Timeliness of architecture support for key initiatives
- Documentation completeness and accuracy

Education & Experience

- Master's degree in IT, Business, or related field
- 4–6 years of experience in IT project management
- Experience in retail or consumer goods industry preferred

Technical Skills	
Mandatory for the role	
	• Data modeling (conceptual, logical, physical) • Office 365 (Excel, Visio, SharePoint, Teams) • Atlassian tools (Jira, Confluence) • SQL and database technologies (Oracle, SQL Server, etc.)
Complementary knowledge (strongly preferred)	
	• Cloud platforms (Azure) • ETL/ELT tools and integration (Talend, Informatica, etc.) • Data warehouse and lake architectures • Knowledge of retail data flows (product, client, transaction, stock)
Soft Skills	
	• Analytical and structured thinking • Ability to explain complex concepts in simple terms • Strong collaboration and communication skills • Business-oriented mindset and curiosity

4. Business Intelligence (BI) Developer

Offshorable	Yes
English Required	Yes
Location	Headquarters – Bucharest or Paris

Role Summary

The Business Intelligence (BI) Specialist designs, develops, and maintains BI solutions that support data-driven decision-making across the organization. This role works closely with business teams to understand needs, build dashboards and reports, and ensure that data is accessible, accurate, and actionable. The BI Specialist is a key player in transforming data into insights for all areas of the business, including retail, digital, CRM, and supply chain.

Main Responsibilities

You will ensure:

- Development and maintenance of reports, dashboards, and KPIs using tools like Power BI and Tableau
- Consistent data availability and accuracy for decision-making
- Robust and scalable data models to support business needs

You will also:

- Gather and validate reporting requirements from stakeholders
- Design and optimize ETL processes and data pipelines
- Write and maintain SQL queries and stored procedures
- Ensure proper documentation in Confluence
- Track requests and improvements using Jira
- Stay up to date with trends and propose continuous improvements

Key Stakeholders (Internal & External)

- Direct supervisor (Head of Shared Services)
- IT department colleagues (support and project teams)
- CRM & Marketing business teams
- Operation and sales teams (for campaign issues or escalations)
- AS Watson Group function support

Key Performance Indicators

- On-time delivery of reports and dashboards
- User satisfaction with BI solutions
- Data accuracy and performance of BI tools
- Reduction of manual reporting tasks

Education & Experience

- Master's degree in Computer Science, Information Systems, Business Analytics, or related field
- 4+ years of experience in BI development roles
- 2+ years of experience with Databricks
- Experience in a retail or consumer goods environment preferred

Technical Skills	
Mandatory for the role	
	• Power BI and/or Tableau • Databricks (at least 2 years of use) • SQL and data transformation (ETL) • Office 365 (Excel, Teams, SharePoint) • Jira & Confluence
Complementary knowledge (strongly preferred)	
	• Python or R for data analysis • Data modeling and data warehouse concepts • Cloud platforms (Azure, AWS, or GCP)
Soft Skills	
	• Strong analytical and problem-solving mindset • Attention to detail and data accuracy • Ability to work collaboratively across departments • Clear communication with both technical and business teams • Proactivity and a spirit of continuous improvement

5. Business Intelligence Specialist

Offshorable	Yes
English Required	Yes
Location	Headquarters – Bucharest or Paris

Role Summary

The Business Intelligence Specialist plays a key role in turning CRM and business data into actionable insights to support strategic decisions and customer optimization. This role combines advanced data analysis, BI development, and cross-functional collaboration to build impactful dashboards, reports, and predictive insights using tools such as Power BI, Tableau, and Python. The specialist contributes to a better understanding of customer behaviour and business performance in a dynamic retail environment.

Main Responsibilities

You will ensure:

- The design, development, and maintenance of dashboards and reports related to CRM and business KPIs
- The use of analytical tools to extract insights from large, complex datasets
- Data accuracy and consistency through optimized ETL and data integration processes

You will also:

- Collaborate with CRM, marketing, and business teams to gather analytical needs
- Analyse customer data (segmentation, retention, lifetime value, etc.)
- Use statistical techniques and machine learning models to support decision-making
- Document processes and insights in Confluence
- Manage tasks and follow-ups using Jira
- Stay up to date with BI and data science trends

Key Stakeholders (Internal & External)

- Direct supervisor (Head of Shared Services)
- IT department colleagues (support and project teams)
- CRM & Marketing business teams
- Operation and sales teams (for campaign issues or escalations)
- AS Watson Group function support

Key Performance Indicators

- Timeliness and relevance of delivered insights
- Adoption and satisfaction rate of BI tools among business teams
- Reduction in manual reporting processes
- Quality and reusability of developed data models

Education & Experience

- Bachelor's or Master's degree in Computer Science, Information Systems, Data Analytics, or a related field
- 2+ years of experience in BI, data analysis, or data science
- Experience in retail and/or e-commerce environments

Technical Skills	
Mandatory for the role	
	• Power BI and/or Tableau • ETL and data warehouse concepts • SQL (for data extraction and modeling) • Python or R for data analysis • Office 365 (Excel, Teams, SharePoint) • Jira & Confluence
Complementary knowledge (strongly preferred)	
	• CRM platforms (Adobe Campaign, Oracle Siebel, etc.) • Finance platform (Hyperion etc.) • Machine learning basics and statistical analysis • Data governance and data modeling best practices • Cloud BI tools or environments
Soft Skills	
	• Analytical mindset with strong problem-solving skills • Ability to simplify complex data for business users • Curiosity and willingness to learn new tools and techniques • Strong communication and collaboration across teams • Autonomy and ability to manage priorities

6. Full Stack Development Engineer

Offshorable	No
English Required	Yes
Location	Marionnaud Headquarters, Paris

Role Summary

Reporting to the Enterprise Architecture Manager within the IT Department, As a Full Stack Development Engineer, you will play a key role in the **digital transformation** of the company by designing and implementing modern, scalable, and secure web applications. You will be responsible for developing both **frontend and backend components**, with a strong focus on **Java (Spring Boot)** and **Angular**, and for building **microservices-based architectures** and **RESTful APIs** that support business-critical processes.

Working closely with Product Owners, Architects, and DevOps teams, you will contribute to the entire software development lifecycle—from technical design and implementation to testing, deployment, and maintenance—ensuring high code quality, performance, and reliability in cloud or hybrid environments.

Your work will directly support the modernization of legacy systems, the automation of internal processes, and the enablement of omnichannel customer experiences.

Main Responsibilities

- Design and develop end-to-end software solutions using **Java (Spring Boot)** for backend and **Angular** for frontend.
- Build and maintain RESTful APIs and microservices following modern architecture principles.
- Develop Infrastructure as Code (IaC) scripts (e.g., with Terraform) to automate cloud provisioning.
- Implement CI/CD pipelines to ensure rapid and reliable software delivery.
- Ensure the performance, availability, scalability, and security of cloud-native applications.
- Collaborate with DevOps, Security, and Architecture teams to enforce best practices and governance policies.
- Participate in code reviews, technical design discussions, and architectural decision-making.
- Monitor system performance and costs; troubleshoot and optimize production environments.
- Document system architecture, workflows, deployment processes, and development standards.

Key Stakeholders (Internal & External)

- Enterprise & Cloud Architects
- DevOps Engineers
- Software Developers
- Security & Compliance Team
- Product Owners
- IT Operations Teams
- Cloud Providers (AWS, Azure, GCP)
- External Software Vendors & Consultants
- Regulatory & Security Auditors (as required)

Key Performance Indicators	
	• Deployment success rate and rollback frequency • MTTR (Mean Time to Recovery) for incidents • Uptime and availability of products and microservices • Code quality metrics (e.g., test coverage, static analysis scores) • CI/CD pipeline speed and stability • Cost optimization metrics (Resource efficiency) • Product release velocity (number of releases per quarter) • Compliance with security and audit standards
Education & Experience	
	• Master / Engineer degree in Computer Science, Software Engineering, or a related technical field • 5+ years of experience in software engineering and development • 2+ years working with Solution Architecture • Experience working in agile and DevOps-driven environments
Technical Skills	
	Mandatory for the role
	• Programming: Java (Spring Boot), JavaScript/TypeScript, Angular, JavaScript • Cloud Platforms: DaoCloud, Mango DB, Keycloak... • CI/CD Tools: GitHub Actions, GitLab CI, Jenkins, or Azure DevOps • Containers & Orchestration: Docker, Kubernetes • Monitoring & Logging: Prometheus, Grafana, ELK Stack • Version Control & Testing: Git, JUnit, Jasmine, automated testing frameworks
	Complementary knowledge (strongly preferred)
	• Databases: Oracle, MongoDB, Redis • Messaging: Kafka, RabbitMQ • Security: Familiarity with OWASP, ISO 27001, SOC 2 • Practices: Site Reliability Engineering (SRE)
Soft Skills	
	• Strong problem-solving and analytical thinking • Clear and effective communication with technical and non-technical stakeholders • Self-motivated and proactive mindset • Team-oriented with the ability to work cross-functionally • High adaptability to technological changes and shifting priorities • Meticulous attention to quality, performance, and security • A strong understanding of in-store operations and the omnichannel (O+O) customer journey will be essential to succeed in this role.

7. IT Project Manager

Offshorable	No
English Required	Yes
Location	Headquarters – Paris

Role Summary
The IT Project Manager leads the planning, execution, and delivery of IT projects, primarily in the retail domain. This role oversees cross-functional collaboration, ensures alignment with business needs, and follows structured project management practices. It involves strong coordination with internal teams, external providers, and business stakeholders across online and offline activities.
Main Responsibilities
You will ensure: • End-to-end project management for IT and digital initiatives (planning, execution, monitoring) • Regular reporting on progress, risks, and budget • Clear communication with business units and IT teams You will also: • Define project scope and deliverables with stakeholders • Lead workshops and gather requirements • Manage project documentation using Confluence • Track tasks and sprints using Jira
Key Stakeholders (Internal & External)
• Direct supervisor (Head of Projects and Architecture) • IT department colleagues (support and project teams) • Online E commerce business teams • Operation and sales teams (for campaign issues or escalations) • AS Watson Group function support
Key Performance Indicators
• On-time delivery rate • Budget adherence • Business satisfaction score • Risk and issue management efficiency
Education & Experience
• Master's degree in IT, Business, or related field • 4–6 years of experience in IT project management • Experience in retail or consumer goods industry preferred

Technical Skills	
Mandatory for the role	
	• Office 365 (Excel, PowerPoint, Teams, SharePoint) • Jira & Confluence • Project planning tools (MS Project, Wrike or similar) • Soft IT technical skills
Complementary knowledge (strongly preferred)	
	• Understanding of retail IT systems (POS, CRM, eCommerce) • Familiarity with agile and hybrid methodologies
Soft Skills	
	• Strong communication and coordination skills • Structured and proactive approach • Ability to manage multiple priorities • Comfortable working in a fast-paced, evolving environment

8. Support Engineer

Offshorable	No
English Required	Yes
Location	Marionnaud Headquarters, Paris

Role Summary

Reporting to the Backoffice Team Manager within the Architecture Department, As a Back Office Support Engineer, you will be responsible for ensuring the stability, performance, and support of key retail and business applications, including the **Order Management System (OMS)** and **ERP**. Acting as the first line of technical escalation for incidents and service requests, you will perform in-depth functional and technical analysis to resolve complex issues in coordination with development, infrastructure, and business teams.

You will play a critical role in maintaining operational continuity for in-store operations and back-office processes, ensuring optimal use of applications and quick incident resolution. A strong command of **SQL (Oracle)**, **MongoDB**, and support tools such as **Jira** and **Topdesk** is essential.

Main Responsibilities

- Provide **L2/L3 support** for **OMS**, **ERP**, and other core retail/business applications.
- Investigate and resolve application incidents by analysing logs, databases, and system behaviour.
- Perform **technical analysis** of recurring issues and propose permanent solutions or improvements.
- Write and execute complex **SQL queries** on Oracle and **MongoDB** to validate data integrity or correct anomalies.
- Monitor application performance and usage; proactively detect and prevent service degradation.
- Collaborate with development, infrastructure, and third-party vendors to troubleshoot and resolve issues.
- Document procedures, known errors, and resolutions in the knowledge base.
- Follow and enforce ITIL best practices for incident, problem, and change management.
- Participate in application deployments, regression testing, and post-release monitoring.
- Assist in root cause analysis (RCA) and continuous improvement initiatives.

Key Stakeholders (Internal & External)

- Functional Application Owners
- Developers / Technical Teams
- Infrastructure & Database Administrators
- In-store & Business Users
- ERP and OMS Vendors
- IT Service Desk (Level 1)
- External Consultants & Solution Integrators
- Product Owners
- IT Operations Teams

Key Performance Indicators	
	• Incident resolution time (MTTR) • Number of recurring incidents (Problem Management) • Application uptime and service availability • Quality and completeness of documentation and knowledge base • Ticket backlog and SLA compliance • End-user satisfaction score • Accuracy and impact of data corrections
Education & Experience	
	• Master / Engineer degree in Computer Science, Software Engineering, or a related technical field • 3+ years of experience in application support, preferably in a retail or ERP/OMS context • Solid experience supporting production systems in 24/7 or business-critical environments
Technical Skills	
Mandatory for the role	
	• Strong skills in SQL (Oracle) and ability to analyse/modify queries • Experience with MongoDB for operational analysis • Good understanding of application and system logs • Proficiency with Jira, Topdesk, or other ITSM tools • Comfortable navigating Linux/Unix environments and basic scripting
Complementary knowledge (strongly preferred)	
	• Knowledge of retail business processes and store operations • Familiarity with OMS platforms (OneStock) • Experience with ERP systems (Oracle ERP, etc.) • Understanding of APIs and web service diagnostics (REST/SOAP) • Exposure to ITIL practices, especially incident and problem management
Soft Skills	
	• Excellent analytical and diagnostic abilities • Strong communication skills (oral and written, French & English) • Customer service mindset and proactive attitude • Ability to work under pressure and manage priorities • Team-oriented and collaborative • Rigorous and autonomous in follow-up and documentation • A strong understanding of in-store operations and the omnichannel (O+O) customer journey will be essential to succeed in this role.

9. Quality Engineer

Offshorable	No
English Required	Yes
Location	Marionnaud Headquarters

Role Summary

The QA Specialist ensures the quality and performance of projects and software applications. They are responsible for planning, executing, and documenting manual and automated tests on both front-end and back-end features. The role includes API testing and integration validation using tools such as Postman or SoapUI. The QA Specialist works closely with developers, product owners, and project managers to deliver reliable digital experiences to our customers and business team.

Main Responsibilities

You will ensure:

- Functional, regression, and integration testing for Digital Application and store process
- End-to-end test coverage on front-end interfaces and back-end services
- API testing with tools like Postman and SoapUI to validate data exchange and stability

You will also:

- Participate in test planning, writing test cases and scenarios
- Document test results, issues, and improvements in Confluence and Jira
- Collaborate with developers and product teams to clarify requirements and manage defects
- Contribute to the continuous improvement of QA processes
- Support UAT with business stakeholders

Key Stakeholders (Internal & External)

- Direct supervisor (Head of Projects and Architecture)
- IT teams (Developers, Product Owners, DevOps)
- eCommerce and mobile business teams
- Operations and Sales Department
- External development and testing partners
- AS Watson Group functional teams

Key Performance Indicators

- Number and severity of bugs detected before production
- Test coverage rate (manual and automated)
- Issue resolution lead time
- Quality feedback from end users

Education & Experience

- Bachelor's degree in Computer Science, Information Systems, or equivalent
- 2+ years of experience in QA testing, preferably in retail or eCommerce environments
- Experience in Digital application and website testing (iOS/Android + responsive web)

Technical Skills	
Mandatory for the role	
	• Manual testing (web and mobile platforms) • API testing tools (Postman, SoapUI) • Jira & Confluence • Office 365 (Excel, Teams, SharePoint)
Complementary knowledge (strongly preferred)	
	• Basic knowledge of test automation frameworks (e.g., Selenium, Appium) • Understanding of REST APIs and JSON/XML structures • Knowledge of eCommerce flows (checkout, payment, login, loyalty, etc.) • Experience with CI/CD pipelines (GitLab, Jenkins, etc.)
Soft Skills	
	• Attention to detail and rigorous test execution • Strong communication and reporting skills • Team spirit and collaboration with technical and business teams • Problem-solving mindset and adaptability • Autonomy and proactivity in identifying and escalating issues

10. Senior Network Engineer

Offshorable	No
English Required	Yes
Location	Marionnaud Headquarters, Paris

Role Summary
Reporting to the Infrastructure Manager within the IT Department, you are responsible for the proper administration of the network infrastructure and associated security equipment.
Main Responsibilities
You will ensure administration, high availability, support, operational maintenance, and documentation of the following: • Datacenter, headquarters, and store networks • Wi-Fi infrastructure • Proxy and reverse proxy systems • Load balancers • Firewalls • NAC (Network Access Control) • Unified communications • Monitoring tools You will also: • Be part of an on-call duty rotation outside business hours. • Attend business project meetings, either independently or alongside the Infrastructure Manager • Define and maintain KPIs and activity monitoring dashboards.
Key Stakeholders (Internal & External)
• Direct supervisor (Infrastructure Manager) • IT department colleagues • Headquarters teams (for support or project collaboration) • Store staff (occasionally, for escalated incidents) • Partners, integrators, and vendors • External support services
Key Performance Indicators
• Attention to detail. • Strong interpersonal skills (outstanding sense of service) • Team spirit and ability to lead a team. • Composure and control in incident situations
Education & Experience
• Master's degree (Bac+4/5) in IT or equivalent • Minimum of 7 years of experience in a similar role

Technical Skills	
Mandatory for the role	
	• Network architecture and project management (infrastructure & business) • LAN/WAN networks: Cisco, HPE, Meraki, SD-WAN • Datacenter environments: equipment setup/removal, working on-site. • VMware environments (switch, dvSwitch) • Wi-Fi: Cisco, Meraki • Proxy/Reverse Proxy: Squid, Forcepoint / HAProxy, F5, Nginx • Load Balancer: HAProxy, F5 • Firewalls: Fortinet, Forcepoint, Meraki • NAC: Cisco ISE, other RADIUS and MFA solutions • Unified communications: Microsoft Teams • Monitoring: PRTG, Nagios, Prometheus/Grafana • Public domain & DNS management, • PKI • Security principles across all above components
Complementary knowledge (strongly preferred)	
	• Active Directory, systems, and cybersecurity • Core services: DNS, DHCP, NTP, RADIUS... • VMware environments • CI/CD: Docker, Kubernetes, Ansible, Jenkins, GitLab...
Soft Skills	
	• Comprehensive understanding of end-to-end infrastructure • Willingness to understand in-store business needs and customer journeys. • Ability to redirect internal users toward appropriate departments (e.g., Customer Service, HR, Supply Chain, Facilities) A strong understanding of in-store operations and the omnichannel (O+O) customer journey will be essential to succeed in this role.

11. Cloud and software Engineer

Offshorable	Yes
English Required	Yes
Location	Marionnaud Headquarters, Paris

Role Summary

Reporting to the Infrastructure Manager within the IT Department, the Cloud and Software Engineer is responsible for designing, developing, and maintaining scalable, secure, and high-performance software solutions deployed in cloud environments. This role bridges infrastructure and application development, contributing to the full lifecycle of cloud-native systems while aligning technical solutions with business goals.

Main Responsibilities

- Develop and deploy cloud-native applications using best practices for architecture, security, and performance.
- Build microservices, APIs, and automation scripts using modern programming languages and frameworks.
- Design and maintain Infrastructure as Code (IaC) solutions to provision and manage cloud environments.
- Implement CI/CD pipelines to support continuous integration, testing, and delivery of software.
- Monitor application health, usage, and performance; troubleshoot issues and ensure high availability.
- Collaborate with DevOps, Security, and Architecture teams to implement and enforce governance policies.
- Optimize resource utilization and cloud spending through cost monitoring and performance tuning.
- Write and maintain technical documentation related to system architecture, deployment processes, and standards.

Key Stakeholders (Internal & External)

- Cloud Architects
- DevOps Engineers
- Software Developers
- Security and Compliance Team
- Product Owners
- IT Operations
- Cloud service providers (e.g., AWS, Azure, GCP)
- Third-party software vendors
- External consultants or implementation partners
- Regulatory or security auditors (as needed)

Key Performance Indicators

- Deployment success rate and rollback incidents
- Mean Time to Recovery (MTTR) for cloud-related issues
- Cloud infrastructure uptime and availability
- Code quality and test coverage
- Cost efficiency of cloud resource usage
- Speed of CI/CD pipeline execution
- Number of successful product releases per quarter
- Security compliance and audit pass rate

Education & Experience	
	• Bachelor's degree in Computer Science, Software Engineering, or a related technical field • 3+ years of experience in software engineering • 2+ years working with cloud infrastructure (AWS, Azure, or GCP) • Experience working in agile and DevOps-driven environments
Technical Skills	
	Mandatory for the role
	• Proficiency in at least one programming language (Python, Java, Go, JavaScript/TypeScript) • Experience with cloud services (compute, storage, networking, IAM) on AWS, Azure, or GCP • Infrastructure as Code (IaC) tools (Terraform, CloudFormation, or Bicep) • CI/CD tooling (GitHub Actions, GitLab CI, Azure DevOps, Jenkins) • Containerization and orchestration (Docker, Kubernetes) • Monitoring and logging tools (e.g., Prometheus, Grafana, ELK stack) • Version control (Git) and automated testing frameworks
	Complementary knowledge (strongly preferred)
	• Serverless architectures (AWS Lambda, Azure Functions) • Database systems (PostgreSQL, MySQL, MongoDB, Redis) • Message queuing and event-driven architectures (Kafka, RabbitMQ) • Understanding of security standards (ISO 27001, SOC 2, OWASP) • Familiarity with SRE principles and FinOps practices
Soft Skills	
	• Strong analytical and problem-solving abilities • Effective communication across technical and non-technical teams • Proactive and self-driven with a continuous improvement mindset • Ability to work independently and in cross-functional teams • Adaptability to evolving technologies and priorities • Detail-oriented with a strong focus on quality and reliability A strong understanding of in-store operations and the omnichannel (O+O) customer journey will be essential to succeed in this role.

12. System Engineer

Offshorable	Yes
English Required	Yes
Location	Marionnaud Headquarters, Paris

Role Summary

Reporting to the Infrastructure Manager within the IT Department, the System Engineer is responsible for the administration, maintenance, and performance optimization of the organization's server and systems infrastructure.

Main Responsibilities

You will ensure the administration, high availability, support, operational maintenance, and documentation of the following:

- Server infrastructure across datacenter, headquarters, and store environments
- Virtualization platforms, particularly VMware vSphere and ESXi
- Windows and Linux server environments
- Storage systems and backup solutions
- Server patching, updates, and lifecycle management
- System monitoring and alerting tools

You will also:

- Participate in an on-call duty rotation outside business hours
- Attend business project meetings independently or with the Infrastructure Manager
- Define and maintain KPIs and dashboards for server performance and system activity

Key Stakeholders (Internal & External)

- Direct supervisor (Infrastructure Manager)
- IT department colleagues
- GIT International from Netherlands
- Headquarters teams (for support or project collaboration)
- Partners, integrators, and vendors
- External support services

Key Performance Indicators

- Attention to detail.
- Strong interpersonal skills (outstanding sense of service)
- Team spirit and ability to lead a team.
- Composure and control in incident situations

Education & Experience

- 3-5 years of experience in a similar role

Technical Skills	
Mandatory for the role	
	• Virtualization & Server Infrastructure • VMware environments (vSphere, ESXi, vCenter, dvSwitch) • Windows Server and Linux administration • Server patching, lifecycle management, and performance tuning • Datacenter Operations • Physical server setup and decommissioning • Rack and cable management • Environmental monitoring and remote hands coordination • Storage & Backup • SAN/NAS systems • Backup solutions (e.g., Veeam, Commvault) • Monitoring & Automation • System monitoring tools (e.g., Zabbix, PRTG, Nagios) • Scripting for automation (PowerShell, Bash) • Documentation & Compliance • Configuration documentation and change tracking • KPI definition and dashboard maintenance •
Complementary knowledge (strongly preferred)	
	• Active Directory, systems, and cybersecurity • Core services: DNS, DHCP, NTP, RADIUS... • VMware environments • CI/CD: Docker, Kubernetes, Ansible, Jenkins, GitLab...
Soft Skills	
	• Comprehensive understanding of end-to-end infrastructure • Willingness to understand in-store business needs and customer journeys. • Ability to redirect internal users toward appropriate departments (e.g., Customer Service, HR, Supply Chain, Facilities) A strong understanding of in-store operations and the omnichannel (O+O) customer journey will be essential to succeed in this role.

13. & 14. Digital Workplace Technician

Offshorable	Yes
English Required	Yes
Location	Marionnaud Headquarters, Paris

Role Summary

Reporting to the Digital Workplace Manager within the IT Department, you will be responsible for ensuring business continuity related to the infrastructure.

Main Responsibilities

You will ensure the high availability, support, maintenance in operational condition and documentation of the following elements:

- Domain administration
- IAM administration
- IT asset management
- Administration of Windows and MacBook-based employee workstations
- Management of phones and tablets for head office employees (hardware and subscriptions)
- Management of testers' hardware and website Q/A
- Management of meeting rooms
- Administration and management of software installed on all employee workstations
- Management of fixed telephony on Teams
- Management of all non-network hardware and systems at head office (keyboard, mouse, docking station, screens, meeting room screens, etc.).

You will also be responsible for:

- Application maintenance on store iPads
- Maintaining applications on Zebra stores

Key Stakeholders (Internal & External)

- Direct line manager (Digital Workplace Manager)
- IT department staff
- All head office teams for support or participation in projects
- In-store staff for projects or incidents escalated by level 3 store support (on an ad hoc basis)
- Partners, integrators, manufacturers
- External support services

Key Performance Indicators

- Aptitude for the trade and strong technological watch
- Thoroughness
- Relational skills (impeccable sense of service to users)
- Team spirit and ability to unite team members
- Calm and controlled in incident situations

Education & Experience

- Master's degree (Bac+4/5) in IT or equivalent
- Minimum of 3 years of experience in a similar role

Technical Skills	
Mandatory for the role	
	• Workstation administration • Infrastructure and business project management • Domain and messaging system administration (Microsoft 365) • Desktop environment administration (MDT, SCCM, Printing, GPO, and other scripts) • Server patch and vulnerability management (Solarwinds, Rapid7, Cyberwatch, Qualys) • MDM: Intune, Mobile Iron, SOTI, Apple Business Manager and Apple enterprise environment • Monitoring: PRTG, Nagios, Prometheus/Grafana • Security associated with all of the above • Ability to communicate in English (e-mail, videoconferencing, support tickets)
Complementary knowledge (strongly preferred)	
	• Network • Cybersecurity • VMware environments • Collaboration, unified communications
Soft Skills	
	• Comprehensive understanding of end-to-end infrastructure • Willingness to understand in-store business needs and customer journeys. • Ability to redirect internal users toward appropriate departments (e.g., Customer Service, HR, Supply Chain, Facilities) A strong understanding of in-store operations and the omnichannel (O+O) customer journey will be essential to succeed in this role.

15. Store System Engineer

Offshorable	No
English Required	Yes
Location	Marionnaud Headquarters, Paris

Role Summary

Reporting to the StoreSystems team lead within the IT/Digital/Customer Service Department, you are responsible for operations support for all Stores and implementing enterprise business solutions in the retail environment

Main Responsibilities

Incident Management

- Drive the resolution of escalated incidents by coordinating with responsible service owners.
- Oversee service recovery efforts post-incident.
- Ensure thorough documentation and closure of resolved incidents.

Implementing and managing POS software.

- Coordinate roll-out of new software versions.
- Create store manuals and test plans.
- Maintain and update data flow diagrams.

Supporting phygital experience projects.

- Co-lead omnichannel and digitization projects with the digital team.
- Monitor key omnichannel tools (Click & Collect, ASM, Ship from Store).
- Ensure operational standards and proper integration of services.

Managing payment projects.

- Coordinate with payment providers.
- Lead project phases including feasibility studies, specs drafting, and implementation.

Conducting technology watch and innovation.

- Stay informed on payment regulations and innovations.
- Participate in user communities and propose innovations.

Key Stakeholders (Internal & External)

- Direct supervisor (Infrastructure Manager)
- IT department colleagues
- Headquarters teams (for support or project collaboration)
- Store staff (occasionally, for escalated incidents)
- Partners, integrators, and vendors
- External support services

Key Performance Indicators

- Attention to detail.
- Strong interpersonal skills (outstanding sense of service)
- Composure and control in incident situations

Education & Experience
• Master's degree (Bac+4/5) in IT or equivalent • Minimum of 3 years of experience in a similar role
Technical Skills
Mandatory for the role
• Project management in real-time and retail environments • Experience working with Point of Sale and Payment software (preferably Retalix and Verifone) • Knowledge with Desktop PCs, Windows OS and Network (Wired/Wireless) • Familiarity with service-oriented and microservice architectures • SQL (Oracle/SQL Server) • Ability to lead workshops in English
Complementary knowledge (strongly preferred)
• Experience with ESB platforms and API Management • Knowledge of Retalix (NCR), PSP Adyen, and supply chain terminology
Soft Skills
• Excellent analytical and problem-solving abilities. Ability to propose and evaluate technical solution alternatives, assessing the pros and cons of each approach. • Willingness to understand in-store business needs and customer journeys. • Analytical and problem-solving abilities. Ability to propose and evaluate technical solution alternatives, assessing the pros and cons of each approach. • Ability to redirect internal users toward appropriate departments (e.g., Customer Service, HR, Supply Chain, Facilities) A strong understanding of in-store operations and the omnichannel (O+O) customer journey will be essential to succeed in this role.

16. Online Support Engineer

Offshorable	Yes
English Required	Yes
Location	Marionnaud Headquarters (Hybrid possible)

Role Summary

The eCommerce Support Engineer is responsible for ensuring the proper functioning of our eCommerce website and mobile application on a daily basis. This role handles incidents, monitors technical performance, and coordinates issue resolution between internal teams and external partners. The engineer plays a key role in maintaining service availability and user experience across all digital touchpoints (web & mobile), supporting both front-end and back-end systems.

Main Responsibilities

You will ensure:

- Daily monitoring and support of the eCommerce platform and mobile apps
- Incident detection, analysis, and resolution (L1/L2)
- Logging and tracking issues via Jira, with clear documentation in Confluence

You will also:

- Test and validate bug fixes and minor evolutions
- Communicate with business users (Digital, Customer Service, Marketing) to understand and reproduce issues
- Collaborate with developers, QA teams, and integrators to resolve incidents
- Monitor API responses, server status, and data exchanges using tools such as Postman or monitoring dashboards
- Contribute to continuous improvement and incident prevention

Key Stakeholders (Internal & External)

- Direct supervisor (Delivery Lead or Head of Online Technology)
- Digital and CRM business teams
- Development and QA teams
- Hosting and platform vendors
- External support services and third-party integrators
- AS Watson Group functional teams

Key Performance Indicators

- Incident resolution time (MTTR)
- Platform uptime and availability
- Ticket SLA compliance
- User satisfaction with support

Education & Experience

- Bachelor's degree in IT, Digital Systems, or equivalent
- 2+ years in an eCommerce, IT support, or web application environment
- Experience in retail or consumer-facing websites preferred

Technical Skills	
Mandatory for the role	
	• Understanding of front-end and back-end eCommerce components • Basic knowledge of API and integration flows (REST, JSON) • Jira & Confluence • Office 365 (Excel, Outlook, Teams) • Use of Postman or similar tools to test APIs
Complementary knowledge (strongly preferred)	
	• Understanding of front-end and back-end eCommerce components • Basic knowledge of API and integration flows (REST, JSON) • Jira & Confluence • Office 365 (Excel, Outlook, Teams) • Use of Postman or similar tools to test APIs
Soft Skills	
	• Reactive and service-oriented mindset • Strong communication with both technical and non-technical users • Logical thinking and troubleshooting ability • Ability to work under pressure and prioritize effectively • Team spirit and collaborative attitude

17, 18, 19. Online Quality Engineer

Offshorable	Yes
English Required	Yes
Location	Marionnaud Headquarters (Hybrid possible)

Role Summary

The QA Specialist ensures the quality and performance of our Online website and mobile application. They are responsible for planning, executing, and documenting manual and automated tests on both front-end and back-end features. The role includes API testing and integration validation using tools such as Postman or SoapUI. The QA Specialist works closely with developers, product owners, and project managers to deliver reliable digital experiences to our customers.

Main Responsibilities

You will ensure:

- Functional, regression, and integration testing for eCommerce platforms and mobile apps
- End-to-end test coverage on front-end interfaces and back-end services
- API testing with tools like Postman and SoapUI to validate data exchange and stability

You will also:

- Participate in test planning, writing test cases and scenarios
- Document test results, issues, and improvements in Confluence and Jira
- Collaborate with developers and product teams to clarify requirements and manage defects
- Contribute to the continuous improvement of QA processes
- Support UAT with business stakeholders

Key Stakeholders (Internal & External)

- Direct supervisor (QA Lead or Head Online Technology)
- IT teams (Developers, Product Owners, DevOps)
- eCommerce and mobile business teams
- External development and testing partners
- AS Watson Group functional teams

Key Performance Indicators

- Number and severity of bugs detected before production
- Test coverage rate (manual and automated)
- Issue resolution lead time
- Quality feedback from end users

Education & Experience

- Bachelor's degree in Computer Science, Information Systems, or equivalent
- 2+ years of experience in QA testing, preferably in retail or eCommerce environments
- Experience in mobile application and website testing (iOS/Android + responsive web)

Technical Skills	
Mandatory for the role	
	• Manual testing (web and mobile platforms) • API testing tools (Postman, SoapUI) • Jira & Confluence • Office 365 (Excel, Teams, SharePoint)
Complementary knowledge (strongly preferred)	
	• Basic knowledge of test automation frameworks (e.g., Selenium, Appium) • Understanding of REST APIs and JSON/XML structures • Knowledge of eCommerce flows (checkout, payment, login, loyalty, etc.) • Experience with CI/CD pipelines (GitLab, Jenkins, etc.)
Soft Skills	
	• Attention to detail and rigorous test execution • Strong communication and reporting skills • Team spirit and collaboration with technical and business teams • Problem-solving mindset and adaptability • Autonomy and proactivity in identifying and escalating issues

20. GRC Senior Consultant

Offshorable	Yes
English Required	Yes
Location	Marionnaud Headquarters, Paris

Role Summary

Reporting to the CISO within the IT Cybersecurity Department, the GRC Senior Consultant will help the current team in designing, implementing, and maintaining governance, risk management, and compliance frameworks across the organization.

As a subject matter expert, you will advise business and IT stakeholders on regulatory requirements, risk assessment methodologies, policy development, and control implementation. You will coordinate audit readiness, compliance reporting, and continuous improvement of security governance processes. You will act as a trusted advisor to ensure business activities remain aligned with internal policies and external standards (ISO 27001, ISO 22301, GDPR, NIS2...).

Your role will contribute directly to improving the organization's overall risk posture, regulatory compliance, and security maturity.

Main Responsibilities

- Support Information Security Governance, Risk, and Compliance (GRC) activities.
- Perform risk assessments on IT projects, vendors, and business processes using standardized methodologies (ISO 27005, EBIOS.).
- Develop, update, and maintain security policies, standards, and procedures.
- Support regulatory compliance programs (GDPR, ISO 27001, NIS2) and internal audits.
- Coordinate risk mitigation plans, follow-up actions, and report on risk status to management.
- Collaborate with business and technical teams to ensure security and compliance requirements are integrated into projects and operations.
- Perform gap assessments against internal frameworks and external regulations.
- Assist in security awareness, training programs, and communication plans to improve risk culture.
- Prepare and deliver compliance reports, dashboards, and presentations for executives and auditors.
- Monitor changes in regulations and industry standards, and proactively adapt internal controls.
- Support third-party risk management activities (supplier due diligence, contract reviews, etc.)

Key Stakeholders (Internal & External)

- CISO / IT Security Department
- Internal Audit & Compliance Teams
- IT Infrastructure & Application Teams
- Legal & Privacy Departments
- Procurement / Vendor Management
- Executive Management & Business Owners
- External Auditors & Regulatory Authorities
- External Consultants

Key Performance Indicators	
	• Risk assessment completion rate & quality • Audit findings closure rate & timeliness • Compliance with internal policies & external standards • Reduction of identified high-risk exposures • Policy update frequency and coverage • End-user awareness and training participation rates • Vendor risk management coverage
Education & Experience	
	• Master's degree in information security, Risk Management, IT Governance, or related field • 5+ years of experience in Information Security GRC, risk assessment, compliance, or audit • Previous experience supporting ISO 27001, ISO 22301, GDPR, or similar standards • Experience working in regulated environments (retail, financial services, healthcare, etc.) is a strong asset
Technical Skills	
	Mandatory for the role
	• Deep knowledge of GRC frameworks (ISO 27001/31000, GDPR, NIS2, NIST) • Strong understanding of risk management processes and methodologies (ISO 27005, eBIOS, NIST) • Experience in business continuity (ISO 22301) • Experience preparing and conducting internal/external audits • Familiarity with data protection regulations and privacy impact assessments • Experience with GRC platforms or tools (Archer, ServiceNow GRC, OneTrust, etc.)
	Complementary knowledge (strongly preferred)
	• Knowledge of security operations, incident management, and vulnerability management processes • Understanding of vendor/supplier risk management processes • Familiarity with security standards mapping (NIST CSF, CIS Controls, ISF)
Soft Skills	
	• Strong analytical and problem-solving capabilities • Excellent communication and reporting skills (oral and written, French & English) • Ability to explain complex security concepts to non-technical stakeholders • Excellent stakeholder management and diplomacy • Rigor and attention to detail in documentation and compliance evidence • Autonomy, proactivity, and structured work approach • Ability to balance business needs and risk constraints