

Sortbat – ERP Application & Implementation Manager

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The Sortbat Group is seeking an experienced **ERP Application & Implementation Manager** to anchor its QAD Adaptive ERP programme. The role covers application management, user support, multi-site implementation project management, and involvement in the broader digital landscape (DMS, SCADA/MES, AI integrations).

Based in Belgium, the role first supports all Belgian operations, then the subsequent Norway rollout and future new facilities.

1. ERP Application Management & User Support

Act as the first point of contact for all QAD questions, ensuring key users and end users work effectively with the system.

- Internal QAD subject-matter expert and escalation point across all sites
- First-level support: troubleshoot, resolve, and escalate to vendor/partner when needed
- Configure and enable additional QAD functionalities as business needs evolve
- Ensure documentation (user manuals, process guides, configuration records, training materials) is produced and kept up to date by guiding key users and stakeholders
- Organise end-user and key-user training, onboarding, and refreshers
- Monitor performance, data quality, and adoption; drive process improvements
- Manage QAD vendor and external consultant relationships

2. ERP Implementation Project Management

Own end-to-end delivery of the roadmap: finalise Belgium, roll out Norway, and onboard future sites.

- Lead the full project lifecycle: scoping, design, configuration, testing, training, go-live, and stabilisation
- Translate multi-department business requirements (finance, procurement, production, logistics, quality, HR) into pragmatic, fit-to-standard ERP design
- Manage scope, planning, budget, risks, and stakeholder reporting
- Run workshops with process owners and key users to validate designs and drive adoption
- Lead change management across international sites
- Report progress and escalate issues to the steering committee

3. Broader Application Landscape & Digital Integration

Contribute to the coherence of the wider application ecosystem beyond QAD.

- Help shape the group's enterprise application architecture (ERP, DMS, SCADA, AI)
- Define and oversee integrations between QAD and connected systems (machine data, SCADA/MES, shop floor)
- Work with the AI/data team to integrate AI capabilities into ERP and related workflows

- Support selection and integration of the document management system
- Contribute to integration standards, API governance, and data architecture
- Track the QAD roadmap and advise on relevant opportunities

Education & Experience

- Bachelor's or Master's in Business, Industrial Engineering, Information Systems, Supply Chain, or similar
- Minimum 5 years in ERP implementation, application management, or functional consulting — specifically in a manufacturing or industrial environment
- Proven track record of end-to-end ERP implementation project delivery
- Solid experience required with a major manufacturing ERP (SAP, Oracle, Microsoft Dynamics, Infor, or similar); QAD exposure is a plus but not expected

Functional & Technical Knowledge

- Strong grasp of manufacturing processes: planning, inventory, procurement, order management, finance, quality
- Familiarity with ERP integrations: APIs, EDI, MES/SCADA, middleware
- Awareness of document management systems and their ERP integration
- Affinity with AI and data-driven applications is a strong plus
- Understanding of data migration, master data governance, and reporting

Personal Competencies

- **Pragmatic:** balances best practice with operational reality, avoids over-customisation
- **Strong communicator:** translates technical topics clearly for all audiences
- **Project management rigour:** structured, organised, multi-workstream
- **Change agent:** builds trust with key users and drives adoption
- **Autonomous and hands-on:** works independently, engages directly with users
- **International mindset:** comfortable across Belgium, Norway, and future sites

Languages

- English — fluent, required
- Dutch — a strong asset for Belgian user support; French is a plus
- Additional European languages welcome
- A central role in the Sortbat Group's digital transformation
- Multi-year, multi-site ERP rollout with a clear international roadmap
- Exposure to the full stack: ERP, DMS, SCADA/MES, AI
- High autonomy and real influence on how the group uses its digital tools
- An international environment spanning Belgium, Norway, and beyond

<http://www.sortbat.be>