

Job Profile

Job/Title:	Systems & Digitalization Administrator
Job level/profile:	(Practical) Internship – part or full time
Legal Entity/Department:	PalletBiz Franchising Zrt.
Direct reference:	Corporate Management
In-direct references:	Regional & Corporate Teams
Back-office (s):	Corporate HQ, Budapest
Expected start:	Immediately
Expected gross salary range:	2,000 HUF/hour

PalletBiz is an international manufacturer and distributor Franchise Network, developing and maintaining a unique Business System for Packaging and Handling Materials made from wood, metal and plastic – primarily focusing on both standard returnable transit packaging (e.g., pallets, crates, collars, bins, frames, etc.), as well as custom designed and manufactured products for our customers. The Business System has been franchised to several countries in Europe, Middle East and Africa. Visit our website at www.palletbiz.com to learn more about the company.

The PalletBiz Network has experienced very high growth rates, whereas PalletBiz Franchising has recently acquired some subsidiaries in the same industry. As we anticipate even further expansions in the coming years, we have further plans for operational development in our group.

The Corporate HQ is overall responsible for the coordination, governance, and development of the Franchise Network, and we have a constant need for young professionals that we can equip with knowledge and integrate into PalletBiz to facilitate all-round support for the Network throughout EMEA and beyond.

Systems & Digitalization Administrator (Internship; Location: Budapest)

You will be joining a department which oversees the business development and bounds together the overall operations related to our Franchise Network.

You will work directly with teams within our Corporate function(s), primarily covering tasks related to our developing operations in digitalization, technology solutions and information systems. German-speaking areas (Germany, Austria & Switzerland). You will be supporting and maintaining our existing network systems, implementing digitalization initiatives, and assisting with data organization and other project management tasks.

If your internship runs satisfactorily, you will have the opportunity to join the Management Trainee Program, during which you will be part of further training and mentoring that will then focus on a more specific area of our business. At the end of the Program you might have the option to move to another PalletBiz location and gain new experiences there – and/or could be offered management responsibilities.

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Duties and responsibilities

In this position we will tap into your strong interest in IT, as well as utilize and grow your problem-solving skills. You will be introduced to core areas of our business, the related systems and platforms we use, and overall, the **PalletBiz Way**©. You will perform several different tasks:

Departments	Highlighted tasks
<i>Digital project management</i>	<p>Collaborating with senior team members to identify opportunities for digitalization and process automation and assisting in the implementation of agreed IT projects.</p> <p>Assist in evaluating and selecting new IT solutions and technologies to meet business needs.</p>
<i>Network systems support</i>	<p>Acting as a coordinator for global and regional teams by providing first-line technical support for IT systems and software applications used in the network.</p> <p>Becoming a superuser in key company IT systems, including P-CRM, P-SCM/ERP, P-Design, and apps comprised in the Microsoft 365 platform, and providing training and documentation to users.</p> <p>Attending to global systems administrator tasks (e.g., user creation and configuration, access rights, etc.), and maintaining corresponding user records.</p>
<i>Data management & intelligence</i>	<p>Participating in data collection and organization efforts in key business processes – primarily sales, marketing, finance, and sustainability.</p> <p>Participating in business reporting processes – incl. KPIs, report/dashboard preparations, business intelligence, etc; eventually by use of Power BI.</p>

Place and time of work:

Your workplace is in Budapest where you should report daily – or if agreed with your Supervisor, you can apply a rotating schedule of home office / PalletBiz office.

Job success criteria and performance goals:

The job is an internship position within the Corporate HQ organization.

Standard job success criteria:

- Attaining the job mission and vision as per above as well as performance goals.
- Respecting, living by – and promoting the company values in every aspect of the work – and in all relations with fellow PalletBiz employees, clients as well as suppliers.

Performance goals are reviewed during the internship, and will mainly be focused on language, social and newly developed skills, as well as demonstrated leadership abilities.

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Competencies & capabilities

You must be digitally fierce with strong technical aptitude and excellent communication and interpersonal skills. You must be able to collaborate effectively with internal teams and external partners. You must be driven by results and be able to participate in our company's innovation and future development.

Core skills – must have:

- Proficiency in **English**
- On-going **bachelor's or master's studies** in e.g., Information Technology, Computer Sciences, Business Informatics, or related field.
- Knowledge or experience in IT systems and business management software applications.
- Familiarity with data collection, organization and analysis techniques.
- Extended proficiency in **MS Office** (esp. Excel).

Advanced skills – nice to have:

- Understanding **relevant (non-)European languages**
- Experience with project management tools and methodologies.

Personal characteristics:

- You must be able to work independently as well as in teams – respecting a multi-country organizational structure and to be able to think “out of the box”.
- You must be able to work equally well with many different cultures and organizational levels.
- You have good structural abilities and systematic thinking, and you are very organized and detail-oriented.
- You are self-driven, curious, and eager to both learn and teach others about new technologies and processes.
- You identify with our core corporate values: openness, loyalty, proactiveness, win-win attitude.

Career development

If your performance is positive, and both sides agree to continue the employment relationship, there will be good opportunities after the internship for the right person. The possibilities will depend on your education (BA / MA degree), your time and experience at PalletBiz, as well as skills demonstrated and potential for further growth.