

CRM IT Assistant Manager

LVMH

LVMH is the world's leader in luxury, with a unique portfolio of more than 70 prestigious brands in different business sectors such as Wines & Spirits, Fashion & Leather Goods, Perfumes & Cosmetics, Watches & Jewelry, and Selective Retailing. Committed to excellence and creativity, the Group embodies a distinctive Art De Vivre that blends heritage and innovation. Joining LVMH means sharing the passion and exacting expectations of our brands, helping perpetuate Savoir-Faire and a winning spirit.

Job Duties & Responsibilities:

As a key liaison between the IT community and the CRM responsible for explaining the business requirements to the relevant stakeholders, perform the following duties:

<Application Operation>

- Develop and maintain a detailed functional knowledge of CRM and general business Systems
- Work with stakeholders to develop and execute strategic initiatives around the CRM and general business systems
- Work with the Commercial leadership and the regional/central PCIS team to define a strategic plan for IT and work to execute this plan; help formulate all CRM application requirements based on both end-users needs and a thorough understanding of business systems, applications, and industry requirements within LVMM P&C business units
- Manage applications between vendors and businesses to maintain and enhance the system
- Provide application support as primary local contact – daily incident, service request, and change request
- Work and coordinate with regional/global IT teams to review and resolve system issues in a timely and quick manner to minimize business impact and maintain system availability and reliability

<Business Analyst>

- Gather user requirements to develop solutions and alternatives
- Translate the demand into IT terms for the correct requirement with understanding, anticipating, and influencing with IT knowledge

<Project Management>

- Coordinate local/regional/global IT projects and deliver the result in collaboration with business, IT, and various stakeholders
- Support IT project cycle for local/regional/global projects
- Lead small/medium-sized IT projects

Key Requirements & Competencies:

- 8+ years of business application management experience
- Knowledge in data integration among IT systems
- Strong business analytical and problem-solving skills
- Fluent English communication skills in both written and verbal and Korean as a native speaker
- Excellent communication and interpersonal skills
- Work under pressure with a positive and proactive mindset
- 5+ years of working experience in FMCG industry for a multinational company

* 이력서 제출일은 8 월 17 일까지 이메일 (hrkorea@diormail.com)로 제출 부탁드립니다.

*상기 포지션은 정규직입니다.

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Job Duties & Responsibilities:

As a key liaison between the IT community and the CRM responsible for explaining the business requirements to the relevant stakeholders, perform the following duties:

<Application Operation>

- Provide application support (mainly eBusiness and CRM) as primary local contact – daily incident, service request and change request
- Manage applications between vendors and business to maintain and enhance the system
- Support business users as an application support to raise an issue, document the demands and convert the language between business and technicians
- Work and coordinate with regional/global IT teams to review and resolve system issue in a timely and quick manner to minimize business impact and maintain system availability and reliability

<Business Analyst>

- Gather user requirements (mainly eBusiness and CRM) to develop solutions and alternatives
- Translate the demand into IT term for the correct requirement with understanding, anticipating, and influencing with IT knowledge

<Project Management>

- Coordinate local/regional/global IT projects and deliver the result in collaboration with business, IT and various stakeholders
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Key Requirements & Competencies:

- 1~3 years on eBusiness (own eCommerce, marketplace, and CRM)
- Good communication and interpersonal skills to be well cooperative with diverse stakeholders.
- Good knowledge and experience in Korea digital landscape & eCom ecosystem
- Familiar with eCom operation systems like WMS, OMS, Salesforce, Adobe
- Technical understanding of marketplace like KAKAO
- Experience in the FMCG industry for a multinational company
- Fluent English communication skills in both written and verbal and Korean as a native speaker

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