For our client, a global leader in the consumer products industry, we are seeking a Solution Analyst. In this role, you will serve as a key liaison between the operational teams and IT. You will be responsible for the smooth operation of Order-to-Invoice (O2I) processes, the optimization of master data, and the implementation of modern automation and AI tools that streamline the daily operations of the business.

Solution Analyst

Nr ref.: 339/8/2026/KB/270214/jobs.pl Warszawa (mazowieckie)

What you can expect from us?

- Employment based on a temporary employment contract for 18 months (including a 3-month trial period)
- Full-time hybrid work from Monday to Friday (2 days a week in the office)
- Work in a modern office building directly next to the Służewiec railway station
- International work environment
- Salary of PLN 6,197 gross and subsidy for home office equipment

Employment agency entry number 47

this job offer is intended for people over 18 years of age

What will your tasks involve?

- O2I & EDI Troubleshooting: Diagnosing and resolving order registration and creation errors (including IDoc handling, ESKER, translation errors, and EDI correction reports).
- Technical and Cross-Functional Coordination: Collaborating with IT departments and clients to resolve order processing failures and manage reprocessing.
- System Implementation and EDI Testing: Supporting implementation projects and testing EDI transactions in collaboration with IT, O2I, CDT, and Division Integration teams.
- Process Automation and AI Integration: Utilizing AI tools to create automation scripts, building applications in the Google Workspace environment, and working with low-code tools (e.g., Retool) to eliminate manual tasks.
- Continuous Improvement and IT Liaison: Representing the Customer Service Department in contacts with IT, conducting UAT tests in the SAP system, and training users on system functionalities.
- Master Data (MDM) Expert: Ensuring master data integrity across product/SKU specifications, customer hierarchies, logistics parameters, and supply chain locations.
- Data Quality and Governance: Creating schedules, data cleansing processes, and exception reporting to ensure the highest MDM standards.

What we expect from you?

- Fluency in English (at least B2/C1) – a prerequisite for daily communication in an international environment.
- Excellent knowledge of MS Excel and demonstrated analytical acumen in working with data.
- A strong desire to learn and develop in the area of modern technologies (AI, low-code tools/automation) and business systems (SAP, EDI).
- Excellent communication skills and a willingness to collaborate with diverse teams (both business and technical/IT).

- Previous experience, internships, or theoretical knowledge in customer service, supply chain, or ERP systems is highly desirable (but not required).