

**Job Title:** Application Support Lead

**Location:** Berrechid

**Presentation of the company:**

Silent Believers Distribution, formerly known as “FGD”, has established itself as a cornerstone in the FMCG industry landscape of Morocco, recognized for the distribution of leading master brands such as Dalaa, Calin, Mia, and Paper categories, along with a cherished selection of teas (Taj Bladi & Al Moussem).

As a company, we are propelled by a mission to enhance domestic life by providing high-quality consumer goods, ensuring that every household experience comfort, reliability, and the joys of superior products. With a relentless drive for greatness and a commitment to community upliftment, Silent Believers Distribution is dedicated to Empowering Families, Enriching Lives, and Embracing the Moroccan Pride.

Silent Believers Distribution proudly commands a dynamic workforce of over 1,000 dedicated employees, each bringing their unique skills and passion to our collective mission. This team serves as the company’s strike force, driving our reach across Morocco and beyond with unparalleled service and distribution prowess. Together, we navigate the complexities of the FMCG market, ensuring that all the brands we believe in are household names synonymous with quality and trust. Our people are the backbone of our operations, embodying the “Born for Greatness” ethos with every strategic move and every satisfied stakeholder.

**Job Description:**

We seek an experienced Application Support Lead with 7-9 years of hands-on experience in IT support and a strong understanding of ITIL principles. The ideal candidate will possess extensive knowledge in managing changes, maintaining backlogs, and collaborating with business stakeholders to implement new features and enhancements. A background in project management, SQL queries, Java scripting, and at least 2 years of experience in the FMCG (Fast-Moving Consumer Goods) industry is essential for this role. Excellent communication skills in both English and Arabic are also required to engage with stakeholders across different regions effectively.

**Key Responsibilities:**

- Hands-on technical support and lead a small team of application support specialists in providing technical assistance and troubleshooting for business-critical applications.
- Utilize ITIL best practices to manage incidents, problems, and service requests, ensuring timely resolution and minimal impact on business operations.



- Oversee the change management process, including assessment, approval, implementation, and documentation of changes to production systems.
- Maintain and prioritize backlogs of system enhancements and bug fixes, collaborating with cross-functional teams to define requirements and acceptance criteria.
- Work closely with business stakeholders to understand their needs and requirements and translate them into technical solutions and system enhancements.
- Apply project management principles to plan, execute, and monitor the delivery of application support services and system enhancements within agreed timelines and budgets.
- Develop and optimize SQL queries to extract, analyze, and manipulate data from relational databases for reporting and troubleshooting purposes.
- Utilize Java scripting to customize and extend the functionality of existing applications and develop automation scripts to streamline support processes.
- Leverage FMCG industry knowledge to understand business processes, challenges, and opportunities, and provide tailored support and solutions to meet business objectives.

#### Qualifications:

- Bachelor's degree in computer science, Information Technology, or a related field.
- 7-9 years of experience in application support, preferably in a lead or supervisory role.
- Strong understanding of ITIL framework and experience in implementing IT service management processes.
- Proficiency in managing changes, maintaining backlogs, and collaborating with business stakeholders for system enhancements.
- Project management skills, with the ability to plan, execute, and monitor projects from initiation to closure.
- Advanced skills in SQL queries for data analysis and manipulation.
- Experience in Java scripting for application customization and automation.
- Minimum of 2 years of experience in the FMCG industry, with a deep understanding of industry-specific processes and challenges.
- Excellent communication skills in both English and Arabic, with the ability to interact effectively with stakeholders at all levels.
- Strong analytical and problem-solving abilities, with a proactive and solution-oriented mindset.

