Join Coffee Island team

IT Business Solutions Specialist

Location: Patras, Greece

We are leaders in the coffee sector operating successfully in ten countries with a chain network of more than 490 coffee shops. We are real explorers and invest heavily in knowledge and innovation, as they are the driving forces behind our success. Our vision is to establish ourselves as international leaders and pioneers in the coffee world.

The Role

As an IT Business Solutions Specialist you will act as the link between business needs and technology, ensuring that systems like ERP, CRM, and WMS effectively support daily operations. By analyzing requirements and implementing smart solutions, you will help streamline processes, improve efficiency, and enable business growth.

Duties and Responsibilities

- Supports, maintains, and further develops the company's business software solutions (ERP, CRM, WMS).
- Participates in the implementation, configuration, and optimization of web and workflow platforms.
- Contributes to data governance initiatives and the use of Business Intelligence tools (e.g., Tableau, Power BI) to strengthen reporting and decision-making processes.
- Collaborates with business units to analyze requirements and deliver IT solutions that align with the company's digital transformation strategy.
- Assists in the integration of new technologies, including Artificial Intelligence tools (e.g., chatbots, predictive analytics, AI-assisted reporting).

Experience & Education

- Ideally, 2+ years of relevant professional experience in IT departments or consulting, with strong involvement in business software and BI projects.
- Candidates with fewer years of experience but a strong willingness to learn and grow within the role will also be considered.
- Bachelor's degree in Computer Engineering, Computer Science, Information Technology, or a related field.
- Postgraduate studies (MSc/MBA) will be considered a strong asset.

Required Knowledge & Skills

- Solid understanding of business software systems (ERP, CRM, WMS) and relational databases (SQL Server, MySQL, PostgreSQL).

- Familiarity with Business Intelligence and data governance practices.
- Programming skills (JavaScript, Python, SQL) will be considered an advantage.
- Strong business acumen combined with technological skills to bridge IT and business needs.
- Very good command of the English language (written and spoken).
- High sense of responsibility, professionalism, and collaboration.
- Completed military service [for male candidates].

- We offer plenty of opportunities to advance your career and take on new challenges.
- Benefit from continuous training programs and a personalized development plan.
- Enjoy additional perks and comprehensive private medical insurance.
- Be part of a modern, dynamic environment where every day brings something new.

Please send your CV at jobs@coffeeisland.gr, Ref. code « ITBSS_25.09»

All applications will be treated with strict confidentiality. After the screening of the CVs, we will contact the candidates who meet the profile's requirements to arrange an interview.