Job Title:	SAP Support Analyst	Reports to:	Senior Manager SAP
Department/ Sub-department:	Technology & Operations	Division:	Technology and Operations
Grade:	Band 3	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

To provide support and analysis to the business by providing day to day hands on analysis, design, and configuration, testing, and training activities for SAP systems.

To engage with business users/owners in HR, Finance and Procurement to collect requirements, translate those requirements to SAP configuration, recommend best practice, and provide input to optimize the functionalities usage from the system.

Key Result Areas		
Perspectives	**% Weighting** (to add up to 100%)	**Output**
System Support	20	Provide Group Support for all SAP Functional support on HR, Procurement and Finance
Issues & problems resolution	10	Provide level 1 closure of the Sap Enable now Success factors, Ariba, SAP FICO & MM issues and problems resolutions as per NCBA SLA.
System Improvements & Error Corrections	20	Provide SAP Functional (success factors , Ariba ,Enable now FICO, MM) system improvements and error corrections in the

		assigned SAP functional domains as per SAP industry best practices (potentially) used by.
Optimal/Maximum System availability	5	Ensure optimal /maximum availability of the success factors, Ariba , enable now, FICO and MM & optimize usage and promotion of the NCBA Group SAP best practices. Perform system optimization, plan, install, support, maintain, upgrade and change IT Systems to ensure that the service provided by these Systems is within the agreed Service Level Agreements (SLAs).
User Role Management	10	Analyze SAP ERP, success factors , SAP enable now, User roles management, allocation and mapping to new/existing/changing users to Functional roles.
Training (Users & Super Users)	10	Provide Training & Capacity Building to Functional Business users and IT Technical Users whenever necessary. Support and troubleshoot end user training requirements, SAP access.
Data Migration	5	Responsible for data migration in functional area, interfacing with Centre of Authority and the requirements of SAP Data Services and oversee data cleansing, data extraction and data build.
Participation in IT Department projects	5	Participate in projects and change control as directed by IT management and assist or execute special projects in liaison with Enterprise project management officers.

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Implementation of Group SAP Change Requests	10	Responsible for implementing Group SAP Change Requests both functional and technical – towards improvement of business needs

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	Senior Manager, SAP
Indirect Reports	Head, Enterprise Applications

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal	External
• Collaborate with users of across the group to ensure process flows are clear. • Liaise with the Client Services Manager on Problem and Change Management. • Work closely with other technical officers in other countries to ensure quality services across the enterprise • Liaise with key business users/customers across the Group I.e. Finance, Commercial Services, Human Resources, EPM etc. on process and system improvement issues/activities • Liaise with DBA & system administrators for optimal system tuning and performance	• Liaise with Hardware and Software suppliers and external partners. • Communication with SAP Global support in case of problem escalation • Manage interactions and delivery with third parties contributing to the overall solution

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
• Liaise with SAP support team to achieve team objectives	

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make *(Indicate if it is Operational, Managerial or Strategic)*

- Prioritize faults/incidents for resolution or escalate and liaise with vendors on delivery of solutions.
- Propose changes by identifying the strengths and weaknesses of alternative solutions, conclusions or approaches to problems and change activities.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Determining the appropriate software, procedures and resolution steps required to provide specific long term solutions.

Work cycle and impact: time horizon and nature of impact (Planning)
(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)

Ideal Person Specifications

Academic qualifications:

- Bachelor's Degree holder in Information Technology related; from a recognized University (min – 2nd class upper or equivalent).
- Support and minor enhancement experience within SAP ECC6 Portal & ERP.
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Ideal Person Specifications
Professional training: • Knowledge of SAP enable now, SAP technologies, Java Web Dynpro, Access permissions, Workflow and password control solutions   Desired work experience: • A minimum of 2 years working experience in technology function in relation to SAP ERP Support –

Technical Competencies	
	• Proven experience and skills in the complete systems analysis cycle and relational database design.
	• Technical skills to effectively perform ICT support activities/tasks in a manner that consistently produces high quality of service.
	• Experience with SAP ERP/ECC6 source systems is preferred
	• Analysis, trouble shooting, resolution and change management

Behavioural Competencies	
	- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support true performance and customer-service oriented culture. - Team player and able to work with minimum supervision. - Innovative and enterprising in order to identify and accept change opportunities and effectively forecast impact of change and advice/implement interventions to mitigate risk. - Interpersonal skills to effectively communicate with and manage expectations of internal customers and other stakeholders who impact performance.

This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.