

## IT Senior SAP Reporting Application Expert

We launched an internal and external recruitment & selection process for the position of **IT Senior SAP Reporting Application Expert**, reporting full line to Michal Jaspr, IT Solution Manager.

**Location:** the position will be based in Bucharest and will report to IT Solution Manager in Prague.

### JOB PURPOSE

The IT Senior SAP Application Expert is responsible for operation, support and continuous improvement of SAP systems especially for data extractions and right reports availability.

### KEY ACCOUNTABILITIES:

#### 1. Operational Excellence

- Contribute to and communicate the operations and maintenance of SAP systems especially impacting reporting tools;
- Follow the IT security and quality processes;
- Analyse and map clients' business requirements, processes and objectives;
- Providing functional expertise, guidance, presentation, and instruction on SAP products to clients;
- Develop necessary product modifications to satisfy clients' needs;
- Provide specialized system knowledge to allow system or process improvements;
- Take responsibility for the technical solution of incidents in area of expertise, reacting quickly to limit impacts and resolve the issue;
- Liaising with other IT teams on bug fixes and solution enhancements;
- Prioritize individual incidents or change requests and ensuring the delivery of solutions in line with the operational level agreements to deadlines and quality standards;
- Defining and documenting of operation procedures, new functionality and scope of development or customizing;
- The delivery of documentation to agreed standards, on time and error free.

#### 2. Customer Relationship

- Providing technical advice and troubleshooting for reports in his/her area of responsibility;
- Cross-training and presentations for colleagues and business key users;
- Delivering user guides and support documentation to business key users;
- Ensuring customer satisfaction with SAP solution and proposing enhancements based on customer requirements;
- Plan IT deliveries based on customer needs.

#### 3. Project Contribution

- Working in a small group providing primarily technical and limited business support for project team;
- Preparing data for project teams based close co-operation with business key users;
- Coordinate small project activities and deliveries in analytics area.



## JOB REQUIREMENTS:

- Practical experience with SAP is a must;
- Practical experience with SAP BW;
- Experience with JEDOX, PowerBI, SAP Analytics Cloud or other analytic tools are advantage;
- Experience with programming and/or database languages is advantage;
- Good knowledge of technologies and business processes used in specific domain;
- Experience dealing with users and/or clients from both a business and technical perspective;
- Experience with SAP projects is beneficial;
- Good written and verbal communication skills and ability to listen and cooperate with other people;
- Good organizational skills including the ability to prioritize and coordinate small teams;
- Ability to work on his/her own initiative and within a team environment;
- Ability to investigate and analyse problems and propose solutions;
- A practical, methodical and structured approach to work;
- English language on at least upper-intermediate level.

Please send your application or recommendations to [cariereromania@zentiva.com](mailto:cariereromania@zentiva.com) until 15<sup>th</sup> of March included.

Thank you!

**Commercial Operations HR Team**

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