

AMS - SAP ByD Consultant

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Company: NTT DATA

Location: United Kingdom

Category: computer-and-mathematical

UK Managed Services: SAP ByDesign Senior Consultant (Supply Chain)

Summary of Role

As a Managed Services Senior Consultant, you will be responsible for working day-to-day with a team of Managed Service Support Consultants delivering services to a wide range of UK clients, plus some global clients. This is a very customer focused, hands-on role where the Senior Consultant will be expected to work on customer issues, developments, as well as collaborate with other functional and technical consultants, within the UK Managed Services Team. This role will be remote, with some travel to NTT Data BS offices and customer sites, on occasion.

The ideal candidate will be able to encourage effective team working by seeking input from team members and will support team members (technically and operationally) in achieving continuous improvement by encouraging ideas and recommendations for procedural, operational and system improvements.

This role will report to the UK SAP ByDesign Team Lead for the day-to-day activity, within the Managed Services AMS Team.

Key Responsibilities:

Answers customer service requests in a timely fashion after assignment by the support desk co-ordinator

Answers frequently asked questions by responding directly through the service request and/or supplying reference material to resolve query

Answer customer service requests by demonstrating solutions via Teams or other online screen sharing tools

Contacting and escalating to SAP support in relation to customer service requests

Creating basic reports for customers

Identifying chargeable activities with appropriate follow up internally/externally. You may be required to provide estimates or effort and work on change requests following customer confirmation.

May be required to perform data migration services to assist with extensions to original implementations

May be required to perform fine-tuning activities to assist with implementations and Service Requests

May be required to perform data cleansing services

May be required to perform data entry services

Develops professional and technical knowledge by attending educational workshops; reviewing technical publications; establishing personal networks; reviewing quarterly SAP Business ByDesign updates

Essential:

Deep knowledge and understanding of SAP ByDesign

Expert in Supply Chain ByDesign functions

Excellent design, configuration and testing of specific core functional modules

High level of verbal and written communication skills in English and local language

Documentation skills including functional specifications, test scripts

Work within a remote consulting support team for contracted customers using the NTT Data BS service management systems and processes and delivering within defined SLA or requested dates

Feedback potential solutions in a logical way for both SAP knowledgeable and non knowledgeable audiences.

A strong ability to understand business processes and design appropriate solutions.

Excellent verbal and interpersonal communication skills for working with the functional and customer teams

Track record of full project lifecycle and development activities.

Demonstrated ability to learn new technologies and skills quickly.

Project related activities e.g. data migration, user support and end user training

Hands on mentality and willing to take on unknown SAP processes

Excellent communications skills at all levels

Can act as liaison with client for troubleshooting ie strong skill re investigation, analysis, and problem solving. Able to map client business requirements, processes and objectives.

Presentation skills

Ability to provide end-to-end business solutions.

Proven experience in a combined customer service handling / functional support role.

Ensure consistent high level of customer satisfaction with quality solutions/services

Travel will be a maximum %

We encourage you to consider becoming a part of our dynamic and innovative organization. Thank you for your interest, and we look forward to hearing from you soon!

We transform. SAP® solutions into Value

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