

## SAP AMS Ariba Consultant

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Company: NTT DATA

Location: United Kingdom

Category: computer-and-mathematical

### **UK Managed Services: Logistics Senior Consultant (Ariba Focus)**

#### **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 be responsible to the overall Logistics Team Lead for day-to-day activity, within the Managed Services AMS Team.

#### **Key Responsibilities:**

Provide a high level of 2nd & 3rd line advisory and consultative support to the UK Customer install base for NTT Data BS

Provide estimates in a timely manner and communicate deliverable status to stakeholders.

Analyse, configure and implement appropriate solutions with the support of the Functional

and Development Consultants when applicable

Test and document new solutions prior to assigning back to the customer to carry out end users testing

Ability to perform peer reviews of proposed and delivered solutions

Strong communicator; able to communicate confidently with customers and Service Delivery Managers, keeping all parties up to date with progress of deliverables.

Problem solving: uses own initiative to look for solutions/opportunities.

Understands business process; can arrange their own tasks and workload. Accepts responsibility for their own tasks, also in terms of quality and productivity and utilisation rate.

**Essential:**

The successful candidate will be able to demonstrate between 2 and 4 years of professional experience working within a SAP Ariba consulting environment. Experience working with a value-added re-seller or software house would be advantageous

Work closely with customer and Service Delivery Manager to translate business requirements into a solution that takes advantage of the SAP Ariba capabilities, architecting SAP Ariba within the overall solution landscape.

Provide thought leadership to NDBS and its customers focused on procurement strategy, based on SAP Ariba solutions and the SAP Ariba product roadmap

Act as the design authority within the Ariba customer base to ensure the quality and integrity of SAP Ariba solutions is aligned to industry best practice

Adhering to the agreed NDBS strategy, engage in self-directed and other learning to keep pace with new technologies and developments to ensure NTT Data BS remains at the forefront of the market within which we operate. Share, use and communicate expert knowledge in order to develop others and make business processes more effective.

Recognise potential for repeat and extended business with respect to end-to-end service offer by NTT Data BS and provide comprehensive input. Support NTT Data BS to grow our business by being alert to the customer opportunities that present themselves.

Have strength and depth in customer service and configuration expertise in the SAP Ariba Buying and Invoicing, SAP Ariba Source to Contract and Ariba Supplier Management solutions.

Have experience and knowledge of the Source to Pay and Supplier Management business processes for both Direct and Indirect Spend.

Experience of SAP ECC and/or SAP S/4 HANA Sourcing, Procurement and Accounts Payable processes would be advantageous

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!

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