SAP Managed Services SAP Technical Architect

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Company: NTT DATA

Location: United Kingdom

Category: other-general

Managed Services Basis Technical Architect

Managed Services – About Us

Over the last years, we have grown steadily in Managed Services and we are expanding our teams due to our ongoing success. We have a range of businesses, including multinationals and very large household names in our portfolio, across many industries and countries. We have a large number of consultants UK wide, nearshore and offshore, who provide support across all SAP areas as their primary job function. We take care of our customers' solutions from A to Z, transforming trust, into value. From analysing and optimising customer processes, to implementing tailored solutions to suit their needs, to service and maintenance of their SAP system landscape. We work collaboratively with our own teams, the project delivery teams and our customers to ensure long term support excellence and vision. Please apply to join a thriving team of creative consultants who are friendly, knowledgeable, highly skilled and love the variety of work within Managed Services.

Position Description:

The Managed Services Technical Architect is responsible for delivering a coherent approach across all aspects of the SAP landscape support services. As a SAP architect, you will have responsibility for the ownership of the technical solution, be responsible for working through the technical challenges and decisions in partnership with the functional leads as well as any projects and engagement management communities to safely deliver the solution in BAU but also through project lifecycles in live operation. You will be responsible for ensuring the design is compatible across the entire SAP estate and that it meets the clients stated

strategic requirements.

Responsibilities:

Understand the complexity of SAP ABAP systems.

Understand the complexity of SAP Java.

Understand and be able to administer multiple database architectures, SAP Hana, MS SQL, Oracle, DB2, SAPDB (MaxDB), SAP ASE (Sybase).

Understand the specific requirements of customer contracts e.g. Transport Management, roles and authorisations.

Apply relevant SAP kernel patches as agreed by the customer.

Apply Support Packages as agreed by the customers (both ABAP and Java).

Perform system refreshes as requested by the customers.

Perform SAP Enhancement Package upgrades.

Perform SAP migrations (heterogeneous and homogeneous).

Ensuring unified technical approach across all activities on the landscape.

Identification and review of opportunities to further align technology and software across all platforms in the client's landscape.

Provide a technical approach to maintenance, including creation of annual plan to include patching, upgrades etc.

Review of performance reporting from the data centre and the SAP Early Watch Alert Reporting to provide a proactive road map.

Operational support for strategic landscape conversations.

Close links to the TSM and Managed Cloud Change Manager.

The service spans all the customer SAP application environments.

Take ownership of the client requirements, deliverables and accountabilities to ensure

adherence to Architecture Governance processes, industry and SAP solution best practices and to maintain consistency with clients' Architecture vision.

Produce clear architectural artifacts, including landscape designs, system sizing and a well-managed RAID log.

Drive the solution development and documentation of solution designs ensuring good architectural practices are observed through the lifecycle of the solution development.

Provide oversight of architectural direction for and on behalf of our clients.

Develop excellent working relationships with our clients to become their trusted advisors through boldness and honesty.

Relationship management of the technical relationships with vendors, third parties and the wider NDBS community.

Ensure SAP technical delivery is performed according to agreed specification.

Own technical problem management and resolution relevant to the SAP architecture and solution development.

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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