T· ·Systems·

JOB DESCRIPTION

JUNIOR SAP administrator - Specialist

SL / Unit	Contact Person
GDU SAP	Veronika Rappensberger
Department / Team	
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General description/Purpose

- Deals with advanced SAP operation within change/incident management
- Performs advanced SAP operation tasks using TSI tools

Accountabilities

Generic accountabilities:

- Responsible for customers SAP applications according TSI standards to identify actual or potential issues with application
- Using of Applications related to SAP operation to be able to execute needed adjustment, changes or corrective activities
- Adjusting of monitoring parameters relevant for SLA with external customer.
- Communication with internal and external customer to provide up-to-date information about SAP systems status
- Performs business related tasks given by superior or defined senior team member
- Triggers escalation in case of need to ensure proper information flow in line with standard escalation matrix
- Follow MOD escalation procedures
- Providing advanced events /incidents analysis to identify proper corrective activity or need of escalation
- Resolving complex events and incidents recognized by monitoring and customer to ensure stable operation of the system
- Executing advanced changes together with creation of runbooks to ensure proper adjustment of the system

Technical tasks for predecessor position:

- Basic event/incident management (customer approval not needed) based on runbooks or approved documentation
- Performing maintenance and health check
- Transport management
- Archiver stack solving
- DB check issues solving
- System restarts
- Changing of SAPS
- SAP/DB parameter changes
- Tablespace extensions, tablespace management
- Copying of files / create directories /access rights / change permissions / update files
- Move, start /stop systems on different hosts
- Make additional backup with BR tools

Requirements

- Education   Technical High school
- Experience   Advanced experience in Linux, SAP systems, Appcom, Oracle – min. 1 year
- ITIL knowledge

- Languages   English B2

- Others Analytical thinking
- Be able to work in shifts (24x7 operation), on-call duty
- IT advanced skills

Good level of communication skills