

Colombia Jobs Expertini®

SAP MM Consultant Senior

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Company: Softtek

Location: Colombia

Category: computer-and-mathematical

Founded in 1982, Softtek is a global provider of process-driven IT solutions with 30 offices in North America, Latin America, Europe and Asia. With 15 Global Delivery Centers in the U.S., Mexico, China, Brazil, Argentina, Costa Rica, Spain, Hungary and India. Softtek helps improve and produce predictable outcomes for top-tier corporations in over 20 countries. Softtek is the creator and a leader of the nearshore industry.

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Requirements

Must to have:

- MM Procurement, STOs, basic inventory control.

Responsibilities

- Incident - Requirement from an operational deviation or malfunction in the SAP system due to errors in reports, interfaces, programs, or configurations. Ex: It was something that was working yesterday and today doesn't work that can be resolved with a temporary (workaround) or permanent solution. Suppose the solution is identified as a change in the system. In that case, it must follow the corresponding authorization process by Clients (Change Advisory Board) as a BAU Change or enhancement instead of an incident.
- Incidents in the SAP system derived from modifications or failures in the infrastructure.
- Incidents due to a change in SAP system functionality per enhancement, project, or new application implementation not fully tested.
- Incidents due to misuse or an incorrect SAP end-user operation.
- SAP Application Error, (Break/Fix), Ticket.

- Incident - Requirements due to system failures caused by one of the systems (SAP, web, etc.) per a business process, object or development code, data file, or interface not working with the processed input data. Corrections in data loading or any other activity related to data system errors. If updating master data due to input data errors per any source/person is needed; Client must manually approve the data updates in the system. Data loading, such as catalogs updates, is considered a business task that the user and responsible must execute and is not part of the scope, unless the data load is executed via LSMW or a transaction not assigned in a business role.
- Service - How to use the system to continue with their daily user operations (technical or functional).
- Help with system errors, User Support.
- Service - Data extraction from tables or existing files
- Queries creation for the end-user and give privileges to the end-user to execute within the SAP system
- This data generation is one use only and must not affect the system functionality and, therefore, shall not involve testing.
- Service - Activities related to support during critical business processes due to the operation (such as
 - Process Support
 - financial closing, payroll execution, generation of transfer data to external entities such as banks, social security, accounting) and need support during those critical times that occur during typical off business hours.
- Service - Activities related to extracting system information and import or data load activities from several original systems (SAP) in case the end user doesnt have the technical background to execute them.
- Massive data extraction for processes such as audits or massive data loads requested by the user (as long as this extraction is carried out with the standard SAP modules within the scope of the contract and does not require application development, customizing additional tables, or views).
- Identification of recurrent incidents (root cause) or permanent solutions.
- Any P1/P2 incidents would be treated as problems to provide the root cause.
- The implementation of the permanent solution is not part of a problem and must be addressed through a Change service category or as a Project.

- RCA, Hour AND Small Enhancements
- Any Changes in the SAP Systems that require changes in configuration/developments/reports/interfaces that require less than 40 Hours.
- Evolutions to the system that requires new configurations/ development cycle activities such as: detailed analysis and/or solution design and/or User Acceptance Testing (UAT) less than 40 hours.

Required Language

English Advanced 80 - 95 %

Possible Job location(s)

Hibryd, Colombia.

Talent Attraction Specialist

Softtek´s attractive healthcare & benefits package:

- *Career plans based on your knowledge, abilities, and passions.*
- *Virtual and face-to-face training on new technologies, methodologies, and power skills.*
- *Innovation workshops and tech meetups about new services and technologies.*
- *Performance Management to identify strengths and areas for improvement.*
- *Softtek University, a virtual platform dedicated to the professional development of our professionals.*
- *English development, webinars in English and access our English learning platform, Learnship.*
- *Internal workshops for the development of soft skills.*
- *Softtekiada, our own Olympics with Softtekians from all over the world.*
- *Remote and hybrid work models for you to work as you like.*
- *Breaks between work hours to balance your personal and professional life.*
- *Events where you can integrate your family into our great community.*
- *Celebrations and gatherings in the office.*
- *Sport tournaments and integration activities.*
- *Be part of a unique culture that transcends throughout our essence.*
- *Work in a safe work environment where you can grow and be yourself.*
- *In your birthday, you get the whole day to celebrate it as you wish.*
- *2 days off during the year.*
- *Marriage leave (2 days)*
- *Referred program with economic benefits.*
- *Alliances and financial, medical, family, among other agreements, specially designed for you.*

- *Corporate discounts with our partners.*
- *New year's celebration.*
- *Pet friendly office on designated days.*
- *Internal activities focused on your wellbeing.*

At Softtek, we promote a culture of respect, equity and non-discrimination in the workplace. Therefore, our recruitment process will be based on compliance with the requirements of the specific position and the talent of the applicant. This process will be free of any type of discrimination, either based on gender, sexual orientation, disability, religion or any other considered by law. Likewise, request for medical certificates of non-pregnancy and Human Immunodeficiency Virus (HIV) is prohibited as part of the process. Violations of this criterion can be reported through the Softtek Integrity line available at #J-18808-Ljbffr

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