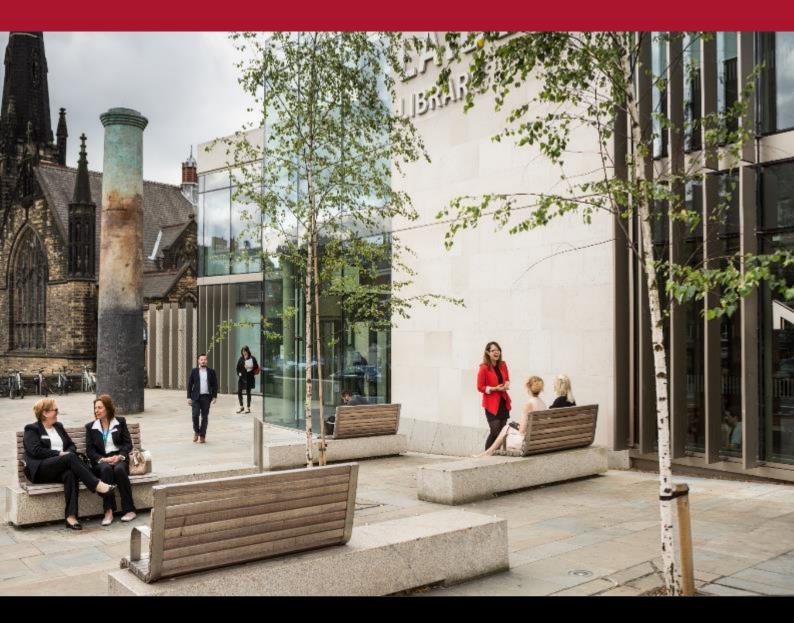# UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Application Support Analyst (SAP Basis), IT

Salary: Grade 7 (£33,797 – £40,322 p.a. with flexibility to appoint up to £44,045 p.a.)

Reference: CSUIT1331

We will consider job share and flexible working arrangements

Application Support Analyst (SAP Basis)
IT

Are you an experienced SAP Basis System Administrator looking for a new challenge? Are you an enthusiastic and driven individual with a desire to be part of an Application Support team delivering high quality IT services to support a range of business critical systems?

This is an excellent opportunity to join one of the country's leading universities. As part of the Application Support team in IT you will play a key role in the design, development and continued implementation of SAP and other business critical solutions.

Acting as an internal SAP consultant a key responsibility will be the implementation of new and improved functionality and any initial testing associated with this. You will utilise SAP Basis skills, knowledge and experience to provide high quality proactive and reactive application support. Through continual service improvement you will implement new and improved functionality. You will work effectively, aligned to the software application lifecycle ensuring effective communication and consultation with stakeholders and customers in delivering and maintaining provision of fit for purpose solutions.

Through horizon scanning and industry specific expertise, you will evaluate new technology to proactively identify how this could provide added benefit to the University, in order to meet and align strategic requirements and to ensure business processes remain aligned to technical capabilities.

You will be able to demonstrate considerable experience of configuration relating to SAP Basis. You will have a strong IT background, excellent interpersonal and written communication skills with the ability to develop and maintain positive working relationships with both internal and external stakeholders. You must also have good organisational skills, be proactive and self-motivated and be able to work under pressure to tight deadlines.

What does the role entail?

As an Application Support Analyst (SAP Basis) your main duties will include:

- Working to agreed standard operation procedures and industry standards to effectively support existing and new services;
- Providing expert advice and guidance to influence and shape system support service levels and standards that represent best value for customers and meet agreed expectations;
- Acting as a lead in the application support area for change management processes, adhering to change procedures, effectively documenting changes;
- Providing support for core services by handling incidents, undertaking investigation, working with colleagues to confirm bugs and providing clear and timely communication with users;
- Responsibility for effectively planning and allocating your own time, and the time of others when appropriate, to ensure efficient deployment of resources, planning and prioritising work in line with the aims, objectives and priorities of the wider IT Service;
- Establishing and maintaining effective working relationships with a wide range of individuals at all levels;
- Analysing a range of management information, identifying trends and patterns to ensure that application support services are part of a process of continual service improvement;
- Proactively supporting the development and implementation of a customer focused application support service;
- Responsibility for training, mentoring and coaching colleagues in the team to share best practice and ensure high standards of application support are consistently provided to all customers;
- Working with procurement to ensure effective supplier management, including development of processes, contribution to licence and software asset management agreements;
- Supporting the ongoing development of Standard Operating Procedures and continual service improvement, including ongoing development of knowledge base articles and artefacts;
- Working collaboratively with colleagues from across IT to ensure estimation and scoping, planning, design, development and transition into service are included in planning and organising of work.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post;

What will you bring to the role?

As an Application Support Analyst (SAP Basis) you will have:
- Experience of SAP Basis System Administration on ABAP and J2EE stacks for Netweaver 7.0 and higher (ECC, PI, EP, Solman);
- Experience of administering SAP systems deployed on UNIX (Solaris & Linux) and Oracle;
- Working knowledge of Basis activities such as system refreshes, client copies, homogeneous/heterogeneous system migrations, installations, support pack deployments, including EHP and kernel upgrades;
- Knowledge of managing SAP users including authorisation, role and profile management;
- Conceptual knowledge and experience in HA and DR scenarios for SAP landscapes;
- Extensive experience of providing technical or application support in a diverse technology environment;
- Experience of proactively engaging with a wide range of customers and colleagues, providing excellent customer experience and developing a customer focussed team ethos;
- Experience of writing both system documentation and user guidance and the ability to explain technical problems in non-technical language;
- Experience of effectively co-ordinating your own work and that of colleagues to respond effectively to changing priorities, assessing urgency and criticality of support requests, incidents and problems;
- Effective communication and interpersonal skills, including written and presentational, with the ability to work and engage with a diverse range of customers and stakeholders at all levels.

You may also have:
- Experience of working across SAP modules, including HR, Purchasing, Sales; Finance, Logistics, ESS/MSS, Procurement, Plant Maintenance and Research;
- Experience of working with SAP PI, SAP Portal and workflow;
- Experience in ABAP;

- Experience of S/4HANA;
- Knowledge of ITIL principles or an ITIL 2001 Qualification.

How to apply

You can apply for this role online; more guidance can be found on our How to Apply information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Holly Rae, IT Operational Lead (Application Support)
Tel: +44 (0)113 343 2030
Email: H.Rae@leeds.ac.uk

Additional information

Find out more about IT.

Working at Leeds
Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our Working at Leeds information page.

Candidates with disabilities
Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our Accessibility information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974
A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.