



TaurangaCity

Job description

Title	SAP Functional Specialist
Number	9IT371; 100695
Group	Corporate Services
Division	Digital Services
Reports to	Platform Manager - ERP
Direct reports	N/A
Date	07/03/2022

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defense responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to establish and lead functional standards for TCC's SAP implementation, though is not constrained to future changes in strategic direction and to respond efficiently to assigned service orders and requests.

Key outcomes

Provide Functional Leadership.	• Tasks assigned are completed in line with delivery team's goals including appropriate escalation to third party support. • Any blocked tasks are escalated and resolved without undue delay. • Management and colleagues are suitably informed on application functional matters. • Understands the enterprise business and business processes; knowledge of business unit functions and cross-group dependencies/relationships. • Customer needs are understood and acted on appropriately.
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	• Functional policies and practices are in place, maintained and aligned to good industry practice. • Technology functionally supports the achievement of TCC's strategic goals and is aligned to end user expectations. • Technology services are delivered in an effective and efficient manner that maximises the current investment held in technology.
Application Services.	• Proactively oversees and reviews standards and guidelines. • Repairs are of a high standard and address root cause. • Collaborates effectively with contracted service partners. • Applications remain up to date and to the most appropriate patch level. • Relevant information on issues/concerns is conveyed in a timely manner to the Product owner and within the business as may be appropriate. • Effective and trusted relationships with internal and external customers and stakeholders are built and maintained. • Functional specifications including requirements, systems design, configuration, and integration points are well documented.
Project and Solution Design support.	• Timely delivery of user stories meeting the acceptance criteria and in line with priorities set by Product owner. • A collaborative approach is taken with the delivery teams and stakeholders to design, test and deliver new components. • Customer needs are understood, and conceptual application solutions are designed to fit their requirements. • Delivered solutions are robust, utilising relevant technology and solution designs. • Working as a cross functional team member to ensure shared accountability and collaboration in order to achieve organisational outcomes
Compliance.	• Functional documentation is complete and concise. • Solutions and applications adhere to TCC policies. • TCC Support processes are consistently adhered to.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
• Tertiary qualification to degree level in Information Technology or an equivalent level of learning gained through experience. • 3-5 years' experience providing SAP functional support and providing functional implementation and support for SAP S/4 Hana modules. • Experience working for SAP Cloud services (Beneficial) • Experience with SAP Cloud for Customer platform (Beneficial) • Experience with SAP Cloud Platform Integration (Beneficial) • Agile delivery experience, e.g. Scrum, Lean, Six sigma, Scaled agile framework etc. • Experience working collaborative way with team members and taking on cross-functional duties. • Experience working with Agile tools, such as Azure DevOps (Beneficial) • Experience in a Government organisation or equivalent customer-facing industries. (Beneficial)

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WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections