Job description

Overall Position Responsibilities

• Follow established customizing guidelines and best practices

• Contribute to a knowledge-sharing attitude within module team globally

• Contribute to module team meetings as decided/required

• Actively collaborate with Solution Expert/Delivery Leader for business requirements and increase of business process knowledge in module team

• Actively collaborate with Functional Lead on meeting stipulated Service Level Agreements for case resolution within the module team

• Build and maintain support for the defined ways of working, as well as cooperation for continuously improving them

Overall Technical Qualifications & Key responsibilities:

• Good technical knowledge in CRM WEB UI

• Extensively worked in CRM Sales and Marketing process

• Work experience in BRF (Business Rule Framework)

• Experience in SMARTFORMS and ICF (Internet Communication Framework) services

• In depth knowledge in CRM One Order Framework

• Extensively worked in BAdI’s, RFC functional modules, Actions and Events in CRM

• Experience in developing Interfaces (Involving Idoc’s)

• Good Knowledge of Performance Optimization Techniques

• Good Knowledge in CRM Middleware

• Work Experience in Workflow (Mainly in CRM)

• Conceptual Functional Knowledge in CRM Sales, Marketing and Service Process

• Experience from working in implementation/rollout projects

• Excellent communication & presentation skills

• Experience of the SAP Service Parts Management integrated scenarios would be appreciated (CRM, ECC, SCM)

• Experience in IPC routines would be appreciated

Overall Position Competencies

• Able to analyze and solve day to day issues from business with-in agreed SLA.

• Experience in handling Change requests and problem management

• Ability to scope, prepare TS , script and execute interface tests

• Strong analytical, problem solving, and conceptual skills.

• Good coordination with team members and customers is must

• Excellent communication skills, make presentations, participate and/or drive workshops

• Experience in working with global/international teams will be considered

Additional requirement (Is Must)

• Should be willing to work on CET shift to support & on EST shift occasionally depending on need

• On-Call for extended hour support

• Available on phone to attend to any major issues

• Support testing and be there for weekend supports if needed for Infra related changes

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Overall Position

Skills

Sap-crm-technical