

## Senior Basis Consultant

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### Job Description

*Reporting to the Director of Professional Services. This position is responsible for the installation, configuration and maintenance of the Basis component of SAP systems for both CONTAX and our clients. The successful candidate will assist in the planning, designing & architecture of SAP systems across a variety of platforms and databases. Internally, this role will provide hardware and software support, maintenance, training, consultation, and recommendations about future planning and development of resources. Providing these services in an effective and efficient manner will ensure maximum access to and implementation of technology services and resources.*

### Specific Duties and Responsibilities

- Maintains a thorough knowledge of the organization and adheres to all organizational standards. Manage CONTAX Basis/IT systems
- Work with resource managers to engage CONTAX professional services staff to work on CONTAX Basis/IT systems and processes as required
- Forecasts the future direction of Basis/ IT at CONTAX
- Work flexible hours as required to provide support outside of regular business hours

#### Basis (80%):

- Expert in utilization of SAP Solutions Manager
- Perform SAP environment builds and refreshes
- Working knowledge of configuring and tuning SQL databases, SAP applications, and web tiers for an enterprise application suite (MDM, ERP, Solutions Manager, etc)
- Exposure in installing, patching, and maintaining SAP applications
- Analyze issues and use judgments to make decisions. Able to handle non standard problems or issues. Works with clients for support needs.
- Perform security management by auditing and maintaining roles, privileges, and user profiles

#### Information Technology (20%):

- Manage communication and telephone systems
  - Responsible for managing CONTAX' SAP system, including functional enhancements, upgrades, system monitoring and maintenance
  - Manage process of relocating and outsourcing computer servers
  - Manage IT budget
  - Oversees troubleshooting, systems backups, and archiving
  - Implements disaster recovery and provides expert support when necessary
  - Implements, administrates and maintains databases.
  - Ensures for the availability, continuity and security of data and information pertaining to the organization.
  - Assists in other duties as needed and directed
  - Effectively communicates relevant IT-related information to superiors
  - Initiates and implements improvements in all areas of IT responsibility.
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## Qualifications

- Bachelor's degree from a university and two to five years related experience and/or training in IT; or equivalent combination of education and experience.
- 3+ years of Basis consulting or administration experience involving ERP
- Expert in SAP Netweaver
- Expertise with Solution Manager
- Expertise with System Monitoring tools
- Expert with SQL
- Expert in working with both the ABAP and JAVA stacks
- Knowledgeable in system sizing and load testing
- Experience with SAP installations
- Expert with the transport management system
- Knowledgeable in SAP security
- Hardware experience
- Windows Experience
  - MCSE/MCSA preferred
  - Active Directory experience a must
- Networking Experience
  - CCENT/CCNA preferred
  - A+ preferred
- Able to Multi-task and work under tight deadlines
- Must be able to work independently with little to no supervision
- Must be an effective problem solver

## Asset Qualifications

- Experience with systems administration in Oracle
- Experience with a UNIX / LINUX environment
- Experience with virtual servers
- Experience with Basis tasks related to BW, Portal, CRM and Business Objects

## Personable Attributes

- Must be honest and trustworthy
- Be respectful
- Possess cultural awareness and sensitivity
- Be flexible
- Outgoing, Personable, Responsible, Self motivated, and Confident