



**Job title:** SAP Logistics Support Consultant

**Role type:** Permanent

**Location:** Skelmersdale

**Salary:** Excellent, plus benefits

### The Role:

You will be a Support Desk expert tasked with handling, coordinating and resolving incoming tickets across the SAP Logistics modules to meet SLA's. When necessary you will work closely with the Technical and second level support team to resolve the tickets and you may also have the opportunity to lead Change Requests created by customers. Your skill set will be expanded as you become familiar with and support; Movilizer, other TCT products and Logistics modules across the SAP suite.

### Key responsibilities:

- Supported by your team, you will own SAP support related activities for WM/EWM
- Alongside supporting the SAP WM/EWM modules, you will also be required to assist with SAP support activities across other modules, specifically SAP Logistics
- Support of TCT products including; Movilizer, IDoc Console and CodingControl
- Where appropriate and working with Senior Consultants you may be required to assist with client workshops and requirement gathering sessions
- Provide best support practices in line with SLAs
- To develop a strong understanding of client and industry business processes to provide advice to clients
- When necessary you will aid the team with the coordination and delivery of client demonstrations
- Effectively deliver support related tasks within agreed timescales to delight our clients
- You will use your strong stakeholder management skills throughout the support delivery cycle to provide excellent customer service
- Must be happy to support out of hours as per the support schedule
- Required to complete any other duty at reasonable request
- You will be required to be on call every few weeks for extended high priority support on weekdays and occasional weekend working. Normal working hours will be 9am – 5pm based on what customers we work with the hours could change

### Required skills and experience:

- Experience of SAP WM and/or EWM at a minimum level of Super User experience
- To be able to demonstrate problem solving abilities in SAP
- Advanced in MS Excel and other Microsoft office tools
- Excellent communication skills with experience of interacting from end user level to senior manager level
- To be a keen problem solver with an analytical mind and confident approach

### Desired experience:

- ITIL Certified
- Previous Support Desk experience
- Previous SAP Configuration experience would be beneficial, but not essential
- Experience of collating and communicating customer KPI packs
- Experience of any other SAP Logistics module



*Strength in Knowledge*



#### About us:

We are The Config Team, an Investors In People Gold Award winning SAP Silver Partner, where our reputation precedes us as the leading SAP logistics solutions specialists. We're a bunch of innovative SAP experts within logistics who are proud of our collaborative, supportive and friendly culture.

Over the past 20 years The Config Team has gone from strength to strength through constant exposure to deep and complex logistical challenges. We continue to pave the way and create ground breaking and innovative SAP solutions allowing our clients to achieve process excellence in all aspects of the supply chain.

The knowledge rich and development friendly environment means there are lots of exciting developments happening at The Config Team. We have developed over 150 mobile applications, and with global projects happening across a range of industries, we continue to challenge traditional thinking to optimise business performance around the globe.

#### Benefits:

- 32 days holiday per year including statutory UK Bank Holidays
- Private Bupa health care cover
- Computershare cycle to work scheme
- Computershare childcare vouchers
- Employee Assistance Programme (EAP)
- Legal cost discounts
- Up to 5% pension contribution

To find our more information or if you would like to apply for the position, please submit your CV.