

Position details

Title of Position:	Senior SAP Solution Analyst
Reports to (position title):	Team Lead SAP Solutions
Division:	Capability
Function:	Technology
Number of Direct Reports:	Nil
Grade:	7

Health, Safety & Wellbeing

ElectraNet is committed to co-creating a workplace of choice and enriching the communities in which we operate.

As an industry leader, ElectraNet is at the forefront of the clean energy transition. We are socially and environmentally ambitious, and our continued commitment to developing, operating and maintaining our network in a way that creates opportunities for people and nature to thrive is essential to achieving our vision of energising South Australia's Clean Energy future.

Our commitment also drives our focus to create a physical and psychosocial environment that supports the health, safety and wellbeing of our people.

We all contribute to ElectraNet's workplace culture and have a duty of care to ourselves and one another to work safely, assess and manage risk, courageously speak up and promptly report any unsafe working practices, hazardous working conditions or security threats and to collectively learn and grow from every opportunity.

Position Overview

The SAP Solution Analyst is accountable to the Team Lead SAP Solutions and is responsible for developing an understanding of business drivers and capturing these business drivers / requirements to deliver services and solutions centred with SAP.

This role is responsible for understanding and documenting critical business process and information requirements with particular focus on SAP core functional modules.

The SAP Senior Solutions Analyst is accountable to the Team Lead SAP Solutions for leading the SAP core modules and leading/mentoring other SAP resources.

Key Responsibilities**Operational & Technical**

Capable of working for extended periods under general supervision, you will be accountable for:

- Support the ElectraNet Emergency Management, Business Continuity and Disaster Recovery process
- Provision of specialist technical support to other groups within ElectraNet
- Provide technical advice and operational support to customers and colleagues across the following areas
- Analysis of business process and information requirements, identifying areas of improvement and optimisation and delivery of identified solutions

- Contribute to the establishment and development of consistent information and process architectures, supported by integrated systems
- Project Management support on small projects and system enhancements
- Build strong rapport and partnerships with customers at all levels
- Work with a flexible pool of internal and external business analysts and technical specialists, delivering sound solutions and business outcomes
- Work with the business for UAT and unit testing
- Lead and mentor peers in the solution analyst team, specifically in SAP solutions
- Ensure architecture, systems, information, and process support requirements are managed and documented in a consistent, easily understood form, meeting ElectraNet IT policies and standards
- Design and Develop solutions in line with organisational objectives and IT Strategies
- Develop and maintain solution/product roadmaps consistent with organisational objectives and IT Strategies
- Maintain knowledge of ElectraNet provided and supported systems and services
- Lead and support the integration and consolidation of ElectraNet IT services and systems
- Contribute to the development and delivery of a portfolio of business systems projects and enhancements
- Help deliver expected customer satisfaction levels, record and resolve Incidents and Requests in line with agreed Service Levels
- Ensure all unresolved technical queries/call handovers are escalated to relevant teams and/or management according to established procedures
- Provide levels 1-3 technical and operational support across the SAP modules to our customers and the IT Team when required
- Own handover of projects and enhancements to the IT team for ongoing operational support
- Identify, document and provide relevant training to IT resources and customers based on new solutions or enhancements
- Responsible for meeting the requirements for the external audit of SAP
- Perform other duties, commensurate with skills and classification level, as requested.

Behavioural

- Build and maintain strong working relationships with and between internal and external stakeholders, delivering a high level of customer service.
- Create and develop a respectful workplace environment that values cultural diversity, innovation, open discussion and cross functional collaboration to help drive high performance.
- Lead by example; role model desired behaviour and priorities, demonstrate personal accountability for self-development and for achieving quality and timely result.
- Demonstrate behaviour that is consistent with ElectraNet's values, Code of Conduct and Acceptable Use of Technology Resources Policy while performing the role in a professional and ethical manner.
- Promote safe work practises that support the safety of all workers and the security of ElectraNet's assets, proactively reporting safety incidents, near misses and security threats.

Significant Working Relationships

- All ElectraNet divisions
- External Customers & Support Vendors

Equipment & Technology Used

SAP S/4HANA and SAP Fiori on private cloudSAP Modules – PM, MM, FICO, SD, PS, EHSM, RFC, workflow and ABAP

- SAP Concur, SAP Ariba, SuccessFactors, SAC, DSP
- SAP BTP and integration suite – iflow, API manage, usage sizing and management
- SAP LeanIX, SAP Signavio
- SAP AI / Joule
- Citrix

Selection Criteria

Knowledge & Experience

Essential

- Knowledge of industry best practice in service delivery models and in the use of appropriate measurement metrics and techniques
- Experience in the use of business analysis methodologies, producing clear business and technical requirements covering Data, Process, People and Technology
- Experience in working across multiple organisations and business units, delivering an integrated view of any proposed solutions
- Proven experience in selecting and delivering solutions, partnering with external organisations and building 'value add' relationships
- Proven experience and achievement in business process change
- Experience with solution architecture, software development and implementation methodologies
- Experience in managing and delivering solutions to a recognised Project Management methodology
- Applying theoretical and practical knowledge to solve commonly encountered problems
- Applying generally accepted concepts, principles, and standards in well-defined areas
- Undertake ongoing tasks being performed on either a daily/weekly/monthly basis
- Well-developed analytical, investigation and problem-solving skills
- Demonstrable ability to work as a team member and actively promote office harmony
- Knowledge of Enterprise Architecture and Business Capability models
- expert knowledge and experience in using recognised IT Service Delivery methodologies e.g. ITIL and ISO20000
- A minimum of 10+ years functional experience in SAP Procurement , Materials Management
- Expert knowledge and experience in analysis, design and configuration of SAP Procurement and MM solutions(including system and process design)
- Strong knowledge and experience in SAP Ariba
- Strong knowledge and experience in SAP BTP and integration Suite. Design and support integration – iflow, API management
- Good working knowledge across other SAP modules including FICO, PM, SD, PS, EHSM, workflow, CDS views and ABAP
- Sound knowledge of SAP Concur, SuccessFactors, SAC, DSP and and cross-module process integration. with SAP
- At least 4 full cycle projects end to end Implementations
- Experience in S/4HANA and Fiori Apps in private cloud
- A customer and outcome focussed approach with advanced verbal and written communication skills, good interpersonal skills
- Demonstrated initiative, accountability, and the ability to adapt of changing priorities.

- Well-developed commercial acumen with the ability to work autonomously.
- Proven ability to translate technical information into simple concepts/meanings for internal and external stakeholders.
- Demonstrated experience and knowledge using IT service delivery methodologies, including ITIL; and
- Demonstrated experience in working with application support in the design, implementation and support of SAP.

Desirable

- Minimum 10+ years' experience, in Discipline related role
- Electricity Industry background an advantage
- Flexible approach to working hours and after-hours commitments

Qualifications

- Tertiary qualification in IT related field or relevant discipline (desirable).
- ITILv3 Certification (desirable)

Background Checks

- Pre-employment checks, including background and security checks (such as global criminal checks) are required for this position, completed prior to commencement and repeated on a regular basis after appointment.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.