

## SAP Successfactors - Senior Consultant Support

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Company: DyFlex Solutions

Location: Perth

Category: computer-and-mathematical

DyFlex is an established SAP Platinum Partner with offices across Australia. We are recognised as a leader in our area of SAP expertise. We deliver fit for purpose SAP solutions and our services range from greenfield and brownfield implementations, change management to ongoing AMS services and support. We have been awarded Partner of the Year for SAP S/4HANA Cloud, public edition ANZ and SAP Australia Partner Excellence Awards for Move to SAP S/4HANA .

### Tasks

Due to our continued expansion, we are looking for a skilled SAP SuccessFactors Senior Support Consultant to focus on client support for SAP SuccessFactors across the variety of different SF modules. We are especially keen to hear from applicants with expertise in EC and Time off.

Provide business analysis and production support in functions and processes for SuccessFactors

Troubleshoot, analyse and determine root causes to issues/incidents

Provide

advice, assistance and solutions to our customers through active engagement and relationship building managing incoming requests may they be of process or technical nature

Retain ownership of customer issues until resolved or escalated

Investigate, diagnose, and resolve software faults related to end-users

Respond to high priority issues in a timely manner

Assist with testing and documentation of results for fixes or changes.

Present

with the ability to critically analyse problems submitted by SAP users to determine root cause and recommend alternative solutions.

Continuously improve upon the business experience and identify solutions where efficiencies can be achieved

## **Requirements**

Tertiary qualifications in IT or another related subject

A minimum of seven years' experience consulting in SAP SuccessFactors ideally working for Australian customers in a support or implementation role with expertise in EC and time-off and other modules

Ideally relevant SAP certification(s)

Expertise in Success Factors Project management methodology & deliverables

Ability to manage own workload independently in a dynamic environment

Excellent communication and consulting skills

Experience in a consulting practice environment

## **Benefits**

You will be rewarded with working on latest SAP technology with a fantastic team in a very flexible environment.

Legal right to work in Australia is a pre-requisite, we will not respond to applications that do not clearly address such criteria.

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