

Commerce (Technical) Support Engineer – 3rd level



As market leader in enterprise application software, SAP helps companies of all sizes and industries innovate through simplification. From the back office to the boardroom, warehouse to storefront, on premise to cloud, desktop to mobile device – SAP empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition. SAP applications and services enable customers to operate profitably, adapt continuously, and grow sustainably.

Job Overview:

The Technical Support Engineer acts as a technical support for clients and provides third line of technical support for Ariba's enterprise software products. You would be responsible for ensuring the success of our customers by effectively providing dependable and timely resolution to all product related technical issues. The candidate is expected to be self-motivated, proactive, independent, results-oriented and able to provide a high level of customer satisfaction through the delivery of world-class technical support services. Engineer may interface with technical implementation teams which include Application Developers, System Integrators, Database Administrators, System Administrators, and Ariba Consulting. The Engineer will also work with the Ariba software development engineering team to work through complex software functional issues and product defects.

Duties and responsibilities:

- Respond to requests and queries from customers using Ariba products while ensuring customer satisfaction.
- Develop and maintain technical expertise in assigned areas of product functionality and utilize it effectively to help customers.
- Research, document, and resolve cases according to procedure.
- Work closely with customers and Ariba Engineering on escalated critical issues and ensure they are resolved in the most timely and effective manner possible.
- Customer driven feedback to functional areas in order to influence process/product improvements.
- Actively participate in job related training.
- Author technical documents on common issues and solutions in order to build the knowledge base.
- Develop strong working relationships with other teams across Ariba.
- Positive attitude - Support engineers are required to be respectful, fair, gracious, and knowledgeable.

Requirements:

- Bachelor's degree with a technical discipline preferred.
- Previous experience with Ariba solutions is an advantage
- Proven Technical aptitude. Experience or knowledge in software applications along with experience using the Internet and web-based solutions.
- Proven ability to quickly learn new products and technologies.
- Strong problem solving and analytical skills.
- Strong organizational, time management and prioritization skills.
- Proven ability to manage multiple tasks or projects with changing priorities.
- Strong communication skills (verbal and written).
- Superior customer service skills with experience in handling difficult customer situations.
- Working knowledge of one or more of the following concepts/technologies is an advantage:

Good understanding of SQL and ability to structure queries

An understanding of object-oriented methodologies and programming e.g. Java and/or C++.

Hands-on experience in one or more databases including SAP Hana, Oracle, DB2 or Microsoft SQL Server.

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