



Senior Staff Specialist Information Technology (SAP Basis)

Job description

In your new role you will:

- **Lead or participate in IT project teams** to ensure that the support organization is represented and informed appropriately, manage project tasks with business users to ensure project is accomplished in a timely manner, track and communicate project status to team and management, oversee all reports and documentation related to operations.
- **Provide 2nd and 3rd level SAP Basis support and system maintenance** (system health checks, daily monitoring of system performance & tuning, system installation, upgrade, patching system health checks, SAP Note check & implementation, client copies/system refreshes, SAP databases problem & recovery resolution, proactive database space management, transport management, user administration, etc).
- **Conduct Administration of Automic – ONEAutomation** (system monitoring, job administration, client configuration, etc.)
- **Be responsible for Incident ticket handling** (security & authorization, connection problem, troubleshooting functional module incident, etc).
- **Perform problem management** (root-cause analysis of problems, reports to superior on service impacting issues and actively participates in follow-up actions to restore service back to normal levels).
- **Perform continuous system optimization, monitoring and problem analysis /resolution.**
- **Work in shift (Morning 8:00am – 5:15pm; Afternoon 3:00pm - 12:15am)** and **standby during out of office hours** including weekends and public holiday.

Profile

You are best equipped for this task if you have:

- **At least 6 years professional experience of SAP system installation and administration** within the areas: **SAP ECC 6.0, S/4HANA SAP CRM, SAP PI, SAP BW, SAP Portal, SAP Solution Manager and ABAP.**
- **At least 3 go-live cycles in SAP ECC/S/4HANA** (system installation, migration, interfaces setup, system refresh).
- **Sound knowledge in operating system and database technologies** (**LINUX RedHat, Windows Server, Microsoft SQL Server, Oracle and HANA**).
- **Strong at analytical/troubleshooting and problem-solving skills.**

At a glance

Location: **Melaka (Malaysia)**
Job ID: **350815**
Start date: **as soon as possible**
Entry level: **5+ years**
Type: **Full time**
Contract: **Permanent**

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- Ability to handle multiple high priority items simultaneously.
- Good communications skills and a proactive team player.
- Good interpersonal skills to work effectively with global teams.
- **Promotes transfer of knowledge and awareness** to those in closely related areas, such as colleagues, and clients/users.
- **Adheres to all policies and documented procedures** when resolving issues, where possible highlights improvement to the procedures.
- Ability to **create support documentation and written procedures** for routine and non-routine tasks.

Benefits

- **Melaka:** Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Exempt working hours are flexible within core hours (9am-12pm & 2pm- 5.15pm); Home office options for certain tasks or due to personal circumstances. Applicable to exempt employees working on office hours only; Part-time work possible for exempt employees only; Exempt staff could apply up to 3-month sabbatical leave, subject to business situation; Medical coverage; In-house clinic operates 24 hours, doctor consultation possible from 9am to 5pm; Health promotion programs; Social Recreation Center with facilities, such as gym room, squash, badminton and netball court, zumba and yoga classes, etc.; On-site Cafeteria; Paid sick leave according to law; Additional 3% to Employee Provident Fund after 10 years service with Infineon Malacca; Re-employment opportunities; Productivity incentive bonus; Bus service for shift employees ; Allocated carpark for disabled and pregnant employees

Why Us

Part of your life. Part of tomorrow.

Infineon is a world leader in semiconductor solutions that make life easier, safer, and greener. Our solutions for efficient energy management, smart mobility, and secure, seamless communications link the real and the digital world.

Infineon Technologies (Malaysia) Sdn Bhd, with its 8.000 employees, is the largest manufacturing site of Infineon. The company has established itself as a leading manufacturing site for Power Semiconductors, Logic Semiconductors, Discrete and Sensor Products. We are committed to increasing productivity, on-time delivery and providing customized solutions while maintaining the highest level of product quality. The success of Infineon Melaka is evidenced by eleven National Awards received from the Prime Minister's Office as well as 15 corporate awards.

