



## Senior Expert SAP Service & Operation Management (f/m/div\*)

### Job description

Looking for a new challenge? As Senior Expert SAP Service & Operation Management you will be part of an international team of SAP experts. You will work on the latest SAP technologies, leading to process improvements and accelerate the digital transformation at Infineon.

In your new role you will:

**Manage external SAP service providers** in our **multi-supplier environment** with regards to

- Cooperation and Collaboration
- Forecasting and Demand- Management
- Service-Delivery, Quality and Performance
- Innovation & automation
- Scope, Contract and Value

Be responsible for **stable operations of the SAP systems/solutions** required for global business process execution

- Define and ensure proper reporting, monitoring & follow-up of **Operational KPIs**
- Drive **continuous improvement** across systems, solutions and processes
- Contribute to processes for **SAP Project support, integration & Go-live**
- Optimize & automate processes for **Incident, Change & Project Management**
- Lead **Task Forces** and be part of **Escalation Management Team**

Closely collaborate with **internal stakeholders**

Work in a **world-wide operating team of SAP experts**

### Profile

As a team player, you collaborate across boundaries, appreciate the contribution of other people and make use of the resulting creative potential. You remain aware of the big picture and tackle changes actively to reach your ambitious goals.

You are best equipped for this task if you have:

- A **degree in Computer Science, Business Informatics** or similar
- At least 6 years of professional experience in **Service Provider Management or operational run of SAP solutions**
- Profound experience of **SAP processes or projects**
- A good overview of the business applications landscape including a detailed knowledge of **one business area in SAP** (e.g. FI/CO, MM, SD)
- Very good communication skills
- Ability to **drive initiatives** to a successful end

### At a glance

Location: **Munich**  
Job ID: **37500**  
Entry level: **Professionals / experienced**  
Type: **Full time**  
Contract: **Permanent**

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### Contact

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- Capability to **lead discussions** and convince team members as well as peers or managers
- Fluent **English** language skills and preferably also in German

