



JOB DESCRIPTION

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POSITION TITLE Senior Administrator - SAP Support		CLASSIFICATION 40 (subject to JJEC review)
REGION Head Office	DIVISION Support Services	
SECTION-GROUP Information Technology - SAP Support Group		POS. REF. NO.

ROLE

As a member of the Information Technology (IT) Management Team, the Senior Administrator - SAP Support is responsible for the direction, planning, and management of all activities undertaken by the SAP Support group. The Senior Administrator - SAP Support is accountable for the achievement of the SAP Support team's goals and objectives in addition to managing contracts with CGI, SAP Canada, Hewlett Packard, etc.

PRINCIPAL RESPONSIBILITIES

1. OPERATIONS/PROJECT MANAGEMENT

- Manages the SAP support team in areas such as; development of customer support processes (internal and external), technical planning, and work coordination.
- Responsible for the development, execution and measurement of effective internal service level agreements.
- Plans, recommends and monitors SAP Administration (Basis), Unix OS and Oracle database by CGI or SLSMC.
- Ensures effective security, operation and peak performance of SAP environments.
- Participates in the establishment of the technical direction required for the IT team to meet the organization's goals.
- Responsible for development, maintenance and testing of contingency plans, hardware maintenance and lifecycle planning for the software, hardware and networking assets affecting SAP.
- Recommends, implements and assures compliance with policy and procedures affecting computing technology.
- Manages SAP Support projects including scheduling the work, ensuring availability of resources, material etc., and ensures the quality of the deliverables.
- Provides input and assistance to other IT projects.
- Participates in the setting of objectives, strategies, plans, programs, performance standards/measures and procedures, as a member of the IT Management team.

2. PEOPLE

- Responsible for the general supervision and direction of SAP support staff located in Cornwall, and St. Catharines including investigation of incidents and accidents, and implements corrective action as appropriate.
- Provides coaching and support to the SAP Support team in areas such as conflict resolution, problem solving, transfer of technical, administrative and managerial tasks, work processes and procedures, etc., to meet organizational objectives.
- Monitors and manages performance issues as per the guidelines of the Corporate Policies, Corporate Directives and Collective Agreements.
- Assists and supports the SAP Support team in identifying and implementing methods which increase safety, efficiency and effectiveness.
- Provides support to the SAP Support team in areas such as project execution, design and job estimation, in conjunction with other departments.
- Promotes effective communications and working relations within the team, with IT's customers, partners (CGI) and with other support services.
- Ensures the development of SAP Support team members to improve customer service and reduce the risk exposure of the organization to unforeseen departures.



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PRINCIPAL RESPONSIBILITIES (cont'd)

3. FINANCIAL/ASSETS/MATERIAL

- Participates in the development of the IT budget and long term strategies.
- Responsible for the development, budgeting and management of support requirements for user items such as; software, equipment maintenance, external service and outsourcing agreements, etc.
- Establishes and manages the SAP Support cost centre team budgets, delegating specific budgeting responsibilities to team members where appropriate.
- Ensures constant and effective communications with internal/external customers, internal resources, partners (CGI) and outside agencies.
- Responsible for the recommendation of required improvements to SAP environments and the implementation of approved and budgeted directions.

4. PERFORMS OTHER RELATED DUTIES SUCH AS:

- Preparation of reports, justification and support documentation.
- Responds to special requests from internal customers.
- Acts as back-up for the Oracle DBA, and E-Business Unix administrator
- Participates in the training and orientation of new employees.
- Shares responsibility for access, surveillance and protection of premises with regards to general public, suppliers and others that do business with the SLSMC.
- Through the IT Management Team, provides input into Corporate/Regional objectives, sets Divisional objectives and policies, and is responsible for the overall management of the corporate SAP support Team.

- 5.** The Senior Administrator - SAP Support reports to the Manager, Information Technology.



**The St. Lawrence
Seaway Management
Corporation**

**Corporation de Gestion
de la Voie Maritime
du Saint-Laurent**

JOB QUALIFICATIONS / QUALIFICATIONS D'EMPLOI

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EDUCATION:

Degree in Computer Science, information systems or an equivalent combination of education, training and experience
SAP Basis and Security certification

EXPERIENCE:

5 to 8 years direct experience administrating SAP applications (i.e. SAP Basis, Portal, BW, Netweaver, etc.)
Supervisory experience is required

ESSENTIAL KNOWLEDGE - SKILL REQUIREMENTS:

SAP Basis and Security – hands on installation and maintenance
Technically fluent in Unix and Oracle database administration
Competency as a team leader and all aspects of employee management
Good project management skills
Knowledge of enterprise-level applications
Strong knowledge of system and software quality assurance best practices and methodologies
Strong customer service orientation
Excellent communication skills with the ability to impart ideas in both technical and user-friendly language
Highly self-motivated and directed, with keen attention to detail

PHYSICAL REQUIREMENTS:

Occasional travel to regional offices, seminars and training. Occasional evening and weekend work for problem resolution, planned upgrades or deadlines. Sitting and operation of computer peripherals for extended periods of time.

LINGUISTIC REQUIREMENTS:

Effective verbal and written communication skills in both official languages

SAFETY & SECURITY REQUIREMENTS:

Not applicable

LICENSES – CERTIFICATES:

Not applicable