

Title:	Senior SAP Support Engineer	
Salary:	Competitive base salary + variable pay + standard company benefits	
Benefits:	25 days annual leave	Life Assurance Scheme
	5 days annual study leave	Income Protection Scheme
	½ day birthday leave	Contributory Pension
	1 day annual charity leave	Private Medical Scheme
	Subsidised Gym Membership	Sports & Social Club

Company Summary:

Attenda is a leading specialist in the provision of managed services solutions for operating Internet and enterprise applications. We currently manage business and brand critical applications for 134 of Europe's leading companies including bmi, Christian Aid, easyCar, Princes Foods, St. James's Place and Travelodge. Our services allow our Clients to selectively outsource their IT operations and re-focus on using IT to add strategic value to their business. Through a commitment to operational excellence, we manage, secure and optimise the performance of our Clients applications irrespective of the physical location of the infrastructure.

The company is financially strong and we have earned the industry's leading accreditations ISO9001, ISO27001, ISO20000 and is an HP Signature Partner, a Microsoft Gold Certified Partner, and a SAP Adaptive IT Hosting provider. In addition we are one of only seven companies to have been ranked in the UK's Sunday Times ARM Tech Track 100 for three consecutive years, have won the Best Managed Services Provider for 2008, 2009 and 2010, and been voted VMware's EMEA Hosting Partner of the Year 2008 and 2009, and recently voted VMware's Global Hosting Partner for 2010.

We have an incredibly diverse, talented and committed team of people whose focus is squarely on working together to keep critical applications running 24 hours a day, so that our Clients can focus on building success in their own field. Due to our continued success and growth we are looking to recruit an additional person to join our highly skilled SAP operations team. Reporting to the Team Leader you will be responsible for the delivery of a highly customer focused service within mission critical SAP environments.

Role:

- Will function as the support expert on SAP Netweaver.
- Assist in defining product descriptions for the SAP Service Catalogue.
- Investigate & document SAP Netweaver components to be added to the SAP Service Catalogue.
- Assist in product life cycle management on SAP product in the SAP Service Catalogue.
- Co-ordinate the ready for service of new SAP components, prior to deployment.
- Assess and advise clients on potential vulnerabilities with SAP Netweaver components.
- Plan and deploy Netweaver components.
- Act as technical lead on SAP client deployment projects
- Advise on client's DR infrastructures and high availability solutions to maintain or improve availability.
- Resolving complex SAP technical issues
- Communicating with Clients
- Act as escalation manager on major SAP Problems.
- Problem Management
- Manage complex SAP problem through to resolution
- Update support staff on known errors.
- Knowledge Management
- Sharing important information across your team and with the departmental team leaders.
- Reviewing and improving our Knowledge Base and other documentation.
- Contributing to the continual improvement of our capabilities.
- Ensure that knowledge is retained through documentation of processes and procedures and implementation of server changes.
- Co-ordinate change management tasks in line with defined processes.

Person:

- Ideally a graduate or equivalent experience.
- Should hold a SAP Certified Technology Associate or equivalent SAP certification.
- At least 3 years experience working with SAP Netweaver ABAP stacks and JAVA stacks (6.40 or 7.xx).
- Excellent working knowledge in at least two of the following databases: SQL Server, DB2 LUW, Oracle or MaxDB.
- Good working knowledge of both UNIX and Windows.
- Understanding of high availability and disaster recovery technologies.
- Knowledge/experience of ITIL desirable
- Keen interest in developing SAP technical skills.
- Good technical understanding of SAP infrastructure technologies
- Excellent customer service skills, gained through at least one years experience in a client-facing role, ideally in a technical/web environment
- Excellent team working and communications skills
- The ability to manage workload on various levels and effectively multi task
- Familiar with the use of a call logging (ticketing) system