Super User Job Description

Job Title: Super User – Supply Chain and Manufacturing Logistics Execution (SAP S/4 HANA)

Location: [Insert Company Headquarters/Remote]

Job Type: Full-Time

About Us: At [Inset Company], we are a leader in [industry], known for our innovative solutions and commitment to excellence. We are seeking a highly skilled Super User for Supply Chain and Manufacturing Logistics Execution to join our team. This role is crucial for optimizing our SAP S/4 HANA systems and ensuring seamless logistics operations.

Job Description:

Key Responsibilities:

1. **Global and Regional Interaction:**
   - Act as the primary liaison between Global Process Owners, Regional Process Owners, and end users to ensure effective implementation and use of SAP S/4 HANA within Supply Chain and Manufacturing Logistics Execution.
   - Facilitate workshops, training sessions, and meetings to address user needs, gather feedback, and promote best practices.

2. **Center of Excellence (CoE) Collaboration:**
   - Partner with CoE leaders to drive continuous improvement initiatives and provide expert support for complex logistics issues.
   - Contribute to the development of standards, procedures, and documentation to enhance system efficiency and user experience.

3. **ServiceNow Integration:**
   - Utilize ServiceNow to manage and resolve incidents related to SAP S/4 HANA Logistics Execution modules.
   - Ensure timely and effective communication with end users regarding ticket status and resolutions.
   - Develop and maintain knowledge base articles in ServiceNow to support user self-service and troubleshooting.

4. **Logistics Execution Responsibilities:**
   - Oversee SAP S/4 HANA Logistics Execution modules, including Inventory Management, Warehouse Management, Transportation Management, and Order Fulfillment.
   - Monitor system performance, identify bottlenecks, and implement solutions to enhance operational efficiency.

5. **Troubleshooting and Problem Resolution:**
   - Troubleshoot and resolve issues related to SAP S/4 HANA Logistics Execution, including system errors, data discrepancies, and process inefficiencies.
   - Collaborate with IT and development teams to escalate and address technical problems effectively.

6. **Governance and Continuous Improvement:**
   - Promote governance by adhering to established processes and standards, ensuring compliance with internal controls and best practices.
   - Lead continuous improvement efforts by analyzing performance metrics, identifying areas for enhancement, and implementing solutions to optimize logistics operations.

Qualifications:
- **Education:** Bachelor's degree in Supply Chain Management, Logistics, Information Systems, or a related field. Relevant certifications (e.g., SAP Certified Application Associate) are a plus.
- **Experience:** Minimum of 5 years of experience in supply chain and manufacturing logistics, with at least 3 years working directly with SAP S/4 HANA.
- **Skills:**
   - Proficiency in SAP S/4 HANA Logistics Execution modules, including Inventory Management, Warehouse Management, and Transportation Management.

- Strong understanding of Supply Chain processes and best practices.
- Experience with ServiceNow or similar IT service management tools.
- Excellent problem-solving and analytical skills.
- Effective communication and interpersonal skills to interact with stakeholders at all levels.

- **Personal Attributes:**
  - Detail-oriented with a focus on accuracy and efficiency.
  - Proactive and able to work independently as well as part of a team.
  - Ability to adapt to a fast-paced and dynamic environment.

Professional Development Opportunities:

- **Certification and Training:** Access to advanced SAP S/4 HANA training and certification programs to enhance technical expertise.
- **Career Growth:** Opportunities for career advancement within the company, including potential roles in project management or process optimization.
- **Continuous Learning:** Participation in industry conferences, workshops, and seminars to stay current with the latest trends and technologies in supply chain and logistics.

How to Apply: Interested candidates should submit their resume and cover letter detailing their experience and qualifications for the role.

At [Inset Company], we are committed to fostering a diverse and inclusive work environment. We encourage all qualified individuals to apply and join our dynamic team.