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# Example of SAP Support Job Description

Our company is growing rapidly and is looking for a SAP support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for SAP support

* Support the team in resolving most complex requests or escalations (from business users)
* Participate in projects or lead IT implementation projects following a project management approach
* Prepare training documentation and provide training
* Provide standardization and consistency across environments - Process mapping and documentation
* Cooperate with team members to solve support problems
* Build business acumen - As a part of the development learn how the business and business processes operate to better solve problems and define solutions
* Participate in detailed design and prototype - Design enhancements to existing software or new applications to meet user requirements
* Build expertise in assigned application area - Gain specialist knowledge of technology and SAP software that helps in problem solving, test and training preparation, including query writing
* Participate in system testing - Ensure the developed software is robust and fully meets user requirements
* Participate in working with the team to enhance business processes and customer interactions through information technologies

## Qualifications for SAP support

* SAP Technical Experience for (3-7 years relevant experience) in area of ABAP and workflow
* Support & coordinate the key users community
* Eagerness to improve quality of complex software written in C++
* Substantial IT experience
* Excellent customer management skills with strong customer-facing experience
* Ability to judge customer situations and projects regarding implementation success with reference to strategic support planning