SAP Training and Support Coordinator

Definition of Class
This position coordinates and facilitates training on SAP Software. Incumbent is responsible for the design, modeling, testing, delivery, and evaluation of training programs of a highly technical or sophisticated nature.

Examples of Work Performed
Identifies business processes requiring formal SAP training. Develops training curriculum and training guides/handouts/presentations to be used as reference materials. Reviews and evaluates commercially prepared training materials.

Plans the SAP training calendar and reserves room(s) for sessions.

Monitors and tracks employee enrollment and attendance in training classes.

Develops evaluations to be completed by employees who complete training. Summarizes results of evaluations. Determines feasibility of requests for changes and makes changes in training curriculum as needed to reflect information gathered from evaluations.

Troubleshoots and provides immediate support to UM SAP users as part of the SAP Support Team. Identifies issues that require analysis/resolution by an IT developer and engages the developer for problem resolution. Follows up on outstanding issues in a timely fashion.

Monitors and performs audits of SAP user accounts and authorizations to ensure UM compliance with license agreements.

Determines and assigns SAP user roles for users who attend SAP training classes. Works closely with the SAP Basis Team when user roles need to be established or modified, and for other user authorization issues.

Enforces stated policies and procedures governing SAP account management.

Evaluates the impact of SAP upgrades and support packages to end users by reviewing new or modified functionality contained in the upgrades and notifying the appropriate functional/technical team.

Assists in the roll-out of new SAP functionality, whether developed in-house or delivered by SAP, by developing detailed test plans/scripts, leading user acceptance testing sessions to ensure quality assurance, developing communications plans for communicating the roll-out to the UM community, etc.

Works closely with both the Application Development and Integration (ADI) and the Business Applications and ERP Support (BAES) teams during all phases of the project development lifecycle to ensure quality assurance of new software that is developed.

Performs similar or related duties as assigned or required.
Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Develops and organizes SAP training sessions to meet the needs of employees.
2. Facilitates SAP training.
3. Develops and reviews training evaluations and makes changes as needed.
4. Assists in developing test plans, quality assurance efforts, and communication plans for new SAP services.
5. Determines and assigns SAP authorizations for users who cycle through SAP training classes.
6. Monitors and audits SAP account assignments to ensure contract compliance.

Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements:
These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

**Physical Exertion**: The incumbent may be required to lift up to approximately 50 pounds.

**Vision**: Requirements of this job include close vision.

**Speaking/Hearing**: Ability to give and receive information through speaking and listening.

**Motor Coordination**: While performing the duties of this job, the incumbent is frequently required to sit; and to use hands to finger, handle or feel objects, tools, or controls; and to reach with hands or arms. The incumbent is occasionally required to stand or walk and to stoop, kneel, crouch or bend.

Experience/Educational Requirements:

**Education**: Bachelor’s degree in Human Resources, Management, Business Administration or related field from an accredited college or university.

AND

**Experience**: Two (2) years of experience related to the above described duties.

**Substitution Statement**: Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.
Interview Requirements

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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