Kubota Engine America

JOB TITLE: SAP S4Hana OTC Business Analyst
DEPARTMENT: Information Technology
REPORTS TO: Information Technology Manager
FLSA STATUS: Exempt

Job Description Summary

The S4 Hana OTC Business Process Analyst role is to review the business processes and identify opportunities and strategies to improve business efficiency. This role assists the business users to execute business strategies/processes and ensures that the desired result is achieved in a timely manner.

Duties and Responsibilities

- Identify and address operational, financial and technological risks within OTC
- Demonstrate up-to-date expertise in Information Systems and apply this to the development, execution and improvement of action plans by providing advice and guidance to the business in the application of information and best practices
- Assist business users in testing changes in SAP OTC domain
- Assist Business Users in identifying issues in SAP OTC processes and related interfaces.
- Assist Business Users in SAP OTC IDOC EDI Mappings and issue resolution
- Maintaining, Testing and Improving business and systems operations.
- Building and maintaining relationships with key stakeholders.
- Identifying and capitalizing on improvement opportunities.
- Communicating ideas and viewpoints to senior management.
- Acting as a liaison between business and IT groups.
- Work with the S4 Hana Program Manager on identifying and implementing process improvements.
- Work with Center of Excellence to ensure all business requirements are in line with the overall system strategy
- Problem solving issues by identifying, diagnosing, and resolving second-tier technical support problems; escalate to SAP Project Manager/IT Manager level support when necessary
- Prepare technical documents, procedures, manuals, guidelines, and training instructions for business users
- Liaison between business and AMS team to ensure all the incidents are resolved timely and correctly.
- Assist in the implementation of new projects and upgrades which may require after normal business hours work either on-site or remotely (at direction and discretion of IT Manager)
- Maintain up-to-date understanding of industry trends, technical developments, and other related activity that effect current and future needs
- Manage special projects as assigned
- Maintain an organized and secure work environment
- Support co-workers in other departments as needed
- Inform Manager of all noteworthy activities
- Follow safety guidelines, department and corporate policies and procedures

Authority

N/A

Job Knowledge, Skills and Abilities

- Hands on experience with SAP IMG (Implementation Guide) configuration
- Broad knowledge of SAP OTC end to end business processes
- Sound hands on knowledge of EDI–IDOC Interface mappings
- Broad knowledge of data processing systems, concepts, and methodologies
- Ability to communicate Functional & Technical concepts to technical and non-technical audiences
- Ability to work after normal business hours without prior notice in case of a system disruption or equipment failure, etc.,
- Good to have, but not mandatory, working knowledge of SAP EMM processes.
- Ability to work independently with minimal supervision; be reliable and punctual

- Ability to multi-task, establish priorities and meet deadlines, maintain a flexible attitude and approach towards assignments, and maintain level of organization in a changing and fast paced environment
- Ability to work seamlessly with cross functional teams
- Strong command of the English language, both written and verbal
- Ability to comprehend a variety of instructions, both oral and written
- Ability to communicate in a professional manner with top managers and junior staff members
- Ability to be tactful and diplomatic in challenging situations
- Ability to maintain a high level of confidentiality
- Excellent presentation as well as oral and written communication skills
- Strong problem solving and discernment skills for various decisions such as addressing highly complex technical issues. Excellent analytical skills
- Advanced knowledge of word processing, presentation, and spreadsheet applications and working knowledge of database applications
- Working knowledge of Microsoft Windows operating systems
- Working knowledge of warehouse IT hardware: printers, RF scanners, packing stations

Education and Training
- Bachelor's degree or technical degree in Computer Science or related field
- SAP OTC Certification, preferred but not mandatory
- 10 years' experience with SAP ECC or S4/HANA in OTC functional support role, preferably from the distribution or manufacturing industry

Physical Demands
- Sitting for long periods of time with some walking, stooping, bending, and reaching
- Dexterity to make fast, simple, repeated movements of the fingers, hands, and wrists
- Movement by holding, turning, and grasping of objects
- Reaching and extending hands in any direction
- Feeling temperature, shape, or texture by means of senses in skin
- Occasional lifting and/or moving up to 25 pounds
- Ability to hear normal conversations on phone or in person
- Ability to see more than 20 feet
- Ability to see color and see/read computer screen

Work Environment
- Work is performed in an office environment. Noise level is moderate
- Moderate exposure to the warehouse. Moderate exposure to temperature variations when shipping doors are open

Tools and Equipment
- Computer and other general office equipment.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee: _____   Date: _____

Supervisor/

Revision Date: 07/09/2024

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Manager: _____   Date: _____