



SAP support specialist (m/f/diverse)

Tirana

At Lufthansa Industry Solutions, we are growing continuously and are therefore looking for a SAP support specialist (m/f/diverse) for our national and international project assignments with our local customers.

As a SAP Support Specialist (m/f/diverse), you will work to assist users with different SAP functionalities and workflows. You will be part of our international team based across several locations, which means you will work with agile methodologies.

Your tasks

- Acknowledge incoming requests/tickets within the specified response time
- Assist the user by fulfilling/resolving the request/ticket within the specified resolution time
- Follow/prepare documentation and specifications
- Route the request/ticket to the relevant party to fulfill/resolve it
- Be able to understand and interpret the use cases of various complex workflows in the SAP systems

Your profile

- University degree in engineering/(business) informatics or equivalent knowledge and skills acquired through years of relevant professional experience and further training measures
- Good understanding of SAP architecture, standard SAP navigation/system design
- Good understanding of web services and experience designing web services, SOAP, REST
- Basic knowledge of job processing (sm36, sm37, sm38)
- Basic knowledge of customizing SPRO
- ITIL Foundation Level Certificate or similar experience (optional)
- Strong consulting skills, flexibility and communication skills at all levels
- Fluent English
- Willingness to travel

Lufthansa Industry Solutions is a service provider for IT consulting and systems integration. The Lufthansa subsidiary supports its customers in the digital transformation of their companies. The customer base includes companies within the Lufthansa Group as well as more than 200 companies in various industries. Headquartered in Norderstedt, Germany, the company employs more than 1,800 people at several branches in Germany, Albania, Switzerland and the USA.

Please send your application to hr.tia@lhind.dlh.de