

**Job Title: SAP SD / Order to Cash**

Location: Toronto, ON

Position: Permanent

### Responsibilities

In support of the Order to Cash (O2C) process area, the Application Management Specialist is responsible for the daily operational support for a specific process area. They are responsible for system enhancements and for supporting the incident management process including the resulting change requests from estimation through delivery, ensuring compliance with IT processes and negotiated service levels; they will also need to translate high-level business/functional requirements into detailed technical specifications. The Application Management Specialist will perform system configuration and utilize the demand management process for coordinating and scheduling technical development with an onshore/offshore resource pool. They are also responsible for daily monitoring of all application components ensuring successful completion of all scheduled jobs, interfaces and reports. Additional Responsibilities include creation of required documentation, unit and system testing and the coordination of cross-functional activities with the other teams.

### Functional Requirements

Sales & Distribution

Transportation & Shipping

Account Receivable

Lockbox

Workflow

Achieving

### QUALIFICATIONS:

- 5 or more years of experience in the development and support of applications of technology solutions to support business processes
- Extensive experience in the configuration of SAP ECC SD and FI/AR, Lockbox, EDI
- Knowledge on O2C process, Inter-company processes, Batch job processing is must
- Knowledge of Internet-based applications, SAP Portals knowledge or experience preferred
- Demonstrated understanding of IT Service Management concepts and procedures
- Demonstrated knowledge of the latest technology innovations and their applicability to business operations
- Willingness to provide 7 x 24 support required
- Excellent Microsoft Office/Project skills required
- ITIL Service Management certification desired

Interested person can send their resume to: [info@erptek.com](mailto:info@erptek.com)