

## **DKSH Corporate Shared Services Center Sdn Bhd (CSSC)**

### **Specialist, Central Service Management (SAP)**

**Department:** Central Service Management

**Location:** Technology Park Malaysia, Bukit Jalil

**Available positions:** 4 (permanent)

#### **Responsibilities:**

- Analyze, study and review country new business requirements and requests.
- Identify existing global solutions which can fit, validate priority and business case.
- Prepare functional specs/documents for technical development, and provide support for deployment.
- Investigate Incidents reported and resolve/escalate to CSSC Delivery Team where necessary.
- Provide 1st level support for SAP and Business Solutions (including the preparation of Functional Specifications) and escalation to 2nd level support (CSSC Support & Delivery) for technical resolutions and development.
- Review and consolidate countries' request for new development and enhancement of applications, to strive for standardization and harmonization.
- Study and analyze user requirement submitted by Country IT, provide necessary recommendation and sharing of best practices in other countries, where applicable.
- Assist in the deployment of new projects and roll-out of global applications, when required.
- Monitor and track all incident, service and change requests to ensure SLAs are met.
- Manage and provide 1st level support for Global 3rd party applications and act as single of point of contact with vendor.
- Review all locally-developed country applications and propose plan for moving to global solutions, where relevant

#### **Job requirement**

- Possess at least a Bachelor's Degree in Computer Science / Information Technology or equivalent.
- Min 1 year working experience with day-to-day SAP end-user support. Preferably in the Healthcare or FMCG industry.
- Excellent interpersonal and communications skills especially in English.
- Problem solving skills with demonstrable initiative are desired for this position.
- Proven ability to meet deadline on critical tasks.
- Business process knowledge and is familiar with SAP.
- Applicants must be willing to work at Technology Park Malaysia, Bukit Jalil.

Interested? Please email application to [cssc.recruitment@dksh.com](mailto:cssc.recruitment@dksh.com)