



POSITION OPENING: SAP Service Level II – Sales & Distribution (SD) and Global Trade Services (GTS)

COMPANY LOCATION: Niles, Ohio

A. Position Summary

The 2nd Level SAP Application team member facilitates the implementation and support of RTI's SAP system to enhance the business functionality and overall process performance, while maintaining a high degree of satisfaction from the business. Level 2 support team works in applications/implementation support in one or more of the SAP modules (SD & GTS) and deliver on service levels for support above the plan to the business.

B. Job Duties / Responsibilities

- Responsible primarily for successful implementation of SAP SD functionality/product, including providing functional expertise, guidance, presentation, and instruction on SAP products to the business units and users.
- Assists in the development of change requests and project plans as well as individual work plans.
- Acts as 2nd level support for the SAP SD & GTS applications for troubleshooting the SAP clients which includes the need to investigate analyses and solve software problems.
- Analyzes and maps the business requirements, processes and objectives; develops necessary product modifications and solutions to satisfy change requests.
- Assists in internal activities - support hotline, remote consulting, business case, impact analysis, executes and prepares training materials, builds scenarios, teach on-site at business locations and provide mentoring/support to less experienced colleagues.
- Develops own professional learning of SAP products/technologies and solutions to keep abreast of current deltas and releases of SAP software.

C. Basic Qualifications / Requirements

- Bachelor's degree in Computer Science, Engineering or any Technology field.
- Requires six years of related consulting or systems implementation experience.
- Out of the qualifying six years of consulting or systems implementation experience, at least two years of SAP SD / GTS module product applications/implementation experience is required.
- In the alternative, ten years of SAP SD / GTS professional power user experience, with a minimum of five years of consulting or systems implementation management experience is acceptable.
- Must have one year of implementation or power user experience with SAP New Dimension products. Must have two years experience with SAP QM.
- Qualified candidates must have participated in a minimum of three SAP SD & GTS full life cycle implementations.
- Requires 5% domestic and international travel.
- Analytical and problem solving skills, SAP end user focus and ability to think cross functionally.
- Excellent communication skills both verbal and written. Ability to get along with diverse personalities, tactful, and flexible.
- SAP SD certification desirable.

RTI INTERNATIONAL METALS, INC. is an equal opportunity employer. All qualified persons (F/M/V/H) are invited to show their interest in specific openings announced by the companies of the Corporation by using the Corporation's prescribed procedure. Unsolicited resumes not addressed to specific openings will not be considered. Qualified candidates may send their resume to smaldino@rtiintl.com. Such showings of interest must include a cover letter and salary history. If these items are missing the showing of interest will not be considered.