

Job title	SAP HANA Basis Support Engineer
Location	Woodmead, Johannesburg, South Africa
Contract Type	Permanent
Reporting Structure	Line Manager
Position Description	<p>SEIDOR Networks is looking for an SAP HANA Basis Support Engineer to join a growing team based in Woodmead, JHB.</p> <p>This is the perfect role for a self-motivated individual with a natural enquiring mind with industry-relevant experience and the ability to work in a process-driven environment.</p>
Remote Working	<p>The candidate may be required to work remotely from time to time to fulfil his/her responsibilities</p> <p>The candidate will be required to have a reliable uncapped Internet connection with a minimum of 4Mbps upload and download speed with an average uptime of 99% or better.</p> <p>The Customer Account Manager will be required to have the necessary backup power to perform his/her duties during planned or unplanned power outages.</p>
Role Requirements	<ul style="list-style-type: none"> • Matric + Certificate, Diploma or Degree in IT or related field is an advantage • Minimum 4-5 years industry-relevant work experience in a similar environment. • Must be able to travel to and from the Woodmead office in Johannesburg to perform his/her daily duties. • Must have a valid drivers' license and own reliable vehicle • Must have a reliable home uncapped Internet connection with a minimum of 4Mbps download/upload speed to work remotely • The position requires a mix of office-based and remote work from home as well as Customer face to face meetings • Must be willing to complete predetermined certifications at regular intervals <p>Required Certifications:</p> <ul style="list-style-type: none"> • Linux Certified Administrator • HA100 - SAP HANA – 360° Introduction <p>Advantageous Certifications:</p> <ul style="list-style-type: none"> • SCA (Suse Certified Administrator) – ver. 12 and/or 15

	<ul style="list-style-type: none"> • HA200 - Installation and Operations • HATD20 - SAP HANA 1.0 to SAP HANA 2.0 Installation and Administration • SAP Certified Associate • Azure Fundamentals / Administrator • AWS - Cloud Practitioner / Solutions Architect • Huawei Cloud Business / Technical Professional • VMWare ESXi certification <p>Required Technical Knowledge / Experience</p> <ul style="list-style-type: none"> • Linux implementation, administration & support • Suse Linux Enterprise Server (SLES) ver. 12 & 15 implementation & support • Microsoft SQL Server implementation & support • Windows Server implementation & support • SAP Business One ver. 9.x & 10 implementation & support • Microsoft Hyper-V implementation & support • VMWare ESXi implementation & support <p>Advantageous Technical Knowledge / Experience</p> <ul style="list-style-type: none"> • SLES OS administration & scripting • HANA / SQL troubleshooting • HANA / SQL backups & backint • Linux Scripting • Microsoft Windows Server implementation & support • Microsoft SQL Server implementation • Microsoft 365 • Public Cloud implementation & support
<p>Responsibilities</p>	<ul style="list-style-type: none"> • Resolve SAP HANA & SQL Basis and infrastructure support requests • Identify proactive monitoring, automation and support efficiencies through continual improvement • Support local & International customers • Identify and resolve SAP HANA & SQL related problems correctly and efficiently, and within Service Level Agreements • Liaise with Implementation Consultants and Suppliers to provide innovative solutions to customer infrastructure & database issues • Identify optimisation opportunities to further add business value to customers and the business • Continuously learn new technologies and upskill in infrastructure requirements • Work independently as well as in a team • Investigate solutions to assist in resolving the task

	<ul style="list-style-type: none"> • Produce Incident Reports on P1 incidences once root cause has been identified • Provide full investigation results for tasks requiring escalations or consulting requirements • Manage resolution expectations with clients • Awareness and adherence to Company policies and procedures and solution delivery methodologies which are subject to change from time to time as well as allocated tasks which are subject to change as and when required on the Support Desk
Key Attributes	<ul style="list-style-type: none"> • Excellent communication skills (verbal and written) • Naturally technical enquiring mind • Technically astute • Detail-orientated • Strong analytical and problem-solving skills • Demonstrate good people skills • Dependable and responsible • Positive attitude • Team player • Hard worker • Willing to learn • Calm under pressure • Self-management skills • Punctual and reliable
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