

University of Nebraska
Job Description

General Information

Working Job Title: SAP BASIS Administrator	Job Family: IT	Job Family Zone: Specialist
Position Number: 270	Department Name: NeBIS Technical Support Team	SAP Organization Unit Number 50000332
Employee's Name:	Date of Last Update: 10/2023	Title of Supervisor: SAP Technical Assistant Director & Basis Lead
SAP Personnel #:	Last Updated By: HR	Name of Supervisor: Roger Korth

Position Summary

This position will provide experienced, key technical support for the SAP Business System upgrades, maintenance, enhancements, system monitoring and performance tuning of the SAP systems. Other duties will include: support and assistance for the ECC/ERP, SAP portal, SAP Solution Manager, SAP Business Objects and SAP Business Warehouse while working closely with the functional business leads, IT applications, infrastructure and customer support teams supporting SAP.

Duties & Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
Provide Basis administration support for monitoring, tuning, transports, client copies, archiving and troubleshooting of the SAP technical environment on an ongoing basis, performing checks, assist, as needed, with the SAP security & authorization environment, technical support within the application environment, scheduling and executing production components of SAP.	40	*
Work in supporting SAP components. Tuning and troubleshooting SAP system tiered and distributed landscapes. Example components include BI, Enterprise Portal, Solution Manager, Tax Factory (BSI), BW and other SAP associated components.	30	*
Direct hand-on responsibility for evaluation of SAP Earlywatch reports and for monitoring Onapsis vulnerabilities. Along with checking CVSS potential issues and helping secure the SAP environment. Hold meetings to talk about issues and steps to take care of them.	25	*
Committed to support the overall goals of the University of Nebraska and exceed customer satisfaction. Continue to grow personally and professionally by staying current with changes in technology.	5	

Supervision: This position exercises no supervision over others. This position reports and receives direct supervision from the SAP Technical Assistant Director and BASIS Lead.

Qualifications & Attributes:

Job classification and salary will be commensurate with knowledge, skills, and abilities.

Required Qualifications

A bachelor's degree and four (4) years of experience in systems administration with knowledge of system landscape design, installations, and software analysis/development. Must demonstrate attention to detail and proficient verbal and written communications skills to express information

(ideas or facts) effectively, considering the audience and nature of the information (example: technical use versus business use).

Preferred Qualifications

Educational coursework in computer science, MIS, Math, or Engineering

Seven (7) years of experience to include:

- Hands on experience with a SAP environment installations, upgrades, patches, performance and tuning, security for the operating system environment, and managing the software peripheral devices associated with the SAP Systems.
- Hands on experience supporting SAP System Landscape Directory, Solution Manager, Business Warehouse, Business Objects, ABAP and Data Dictionary.
- Knowledge of the following components: content server, HTML concepts, Linux, Windows Servers, VMware, MS SQL, HANA, MAXDB and SAP diagnostic tools.

Equivalent combination of education, experience, that provides the required knowledge, skills, and abilities may be considered.

The ideal candidate is an agile, self-starter; an energetic, creative problem solver; a resilient learner who is able to develop relationships with the university's stakeholders; the ability to responsibly manage competing priorities; and commitment to the ideals of a major public research university.

Zone Definition Factors

Nature/Complexity of Work

The position requires an individual that works with considerable initiative, and exercises sound judgment in accomplishing professional IT functions and objectives. Complexity of work is high and requires attention to detail. The incumbent of this position is expected to participate in designing, interfacing, and configuring SAP solutions based on business requirements while maintaining a high level of communication and coordination. Current technical skills are vital in order to react quickly to changing SAP system needs. External deadlines are the most important factors when updating, supporting, and maintaining the SAP systems. Not adhering to this could cause financial impacts for the University. Within SAP, overall correctness may not be apparent for periods of time ranging from hours when the work is completed to years depending upon the complexity of the tasks.

Problem Solving/Decision-making

This position must demonstrate experience in troubleshooting enterprise services that necessitate the understanding of the complex interactions among applications, databases, server operating systems, internet/network protocols, and client configurations. Decision-making requires the ability to determine accuracy and relevance of information and the impact it may have system wide. This position will maintain and define technical documentation dealing with the integration, infrastructure patterns and the conceptual and logical application.

Strategic Impact

Errors in the work performed may result in the University systems being detrimentally impacted /disabled and potentially adversely impacting several thousand on-line customers. Decisions may impact the system and data adversely and should be evaluated with the BASIS team. Errors reflect unfavorably on the individual, the BASIS team, overall business operations and the University.

Know How

Essential skills and experiences include:

- Ability to independently problem solve and analyze situations and issues exhibiting flexibility when unexpected circumstances arise.
- Strong interpersonal skills with excellent verbal and written (English) communications skills to express ideas and facts to individuals or groups effectively, considering the audience and nature of the information (example: technical use versus business use, sensitive or controversial information)
- Ability to develop comprehensive documentation.
- Attention to detail.
- Ability to multi-task on a wide range of issues demonstrating time management skills.
- Respond effectively with professional judgment, attitude and demeanor to controversy and constructive feedback.
- Work cooperatively with others from diverse perspectives

- Possess an understanding and ability to adapt to the organizational protocols as they relate to the University.
- Have experience handling confidential and sensitive information.
- Sharing experiences and knowledge with the team in order to explore opportunities meaningful to the business system and the University.

Technical Know How

Must have a strong technical background with either packaged or custom application systems. Knowledge in general operating system installations, upgrades, patches, backups, performance and tuning, security for the operating system environment, and managing the hardware and peripheral devices associated with SAP systems and relational database concepts and principles is essential. Working knowledge of SAP environment including Basis, portal and SAP Business Intelligence Technologies; the ABAP Programming Language; SAP Data Dictionary components; MS SQL; SAP HANA and MAXDB; SAP diagnostic tools; PC environment; Windows Server and Linux. A keen understanding of application and data security issues is required.

Leadership

Team members are expected to be able to manage individual projects, including two-way communication with the rest of the team. Individuals are also occasionally asked to represent the interests of the team on department-wide projects and by attending departmental, campus, and/or system-wide meetings. Able to assume a role of responsibility, when necessary; advocate new ideas considering risk; set an example for coworkers; provide constructive feedback to others. Communicate with others in a professional manner during both positive and negative circumstances; use diplomatic tact when expressing ideas or opinion.

Interactions

Interactions are required with team members, the functional business leads, departmental peers and customers; communication required with technical and business administrative areas at the campus level; ability to interact clearly and promptly with customers is required on a frequent basis. Must have the ability to work as a member of team in a complex higher education environment, and with respect for confidential and sensitive information. Must be able to succeed in an open, collaborative and diversified team environment.

Physical Requirements

General Information: The physical requirements and work conditions described here are representative of what an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. **Physical Requirements** Indicate the appropriate response for an eight hour day:

	Circle the appropriate number of hours									<i>Indicate intermittent or constant</i>	
	0	1	2	3	4	5	6	7	8	Intermittent	Constant
Sit	0	1	2	3	4	5	6	7	8		X
Stand	0	1	2	3	4	5	6	7	8	x	
Walk	0	1	2	3	4	5	6	7	8	x	
Drive Motor Vehicle	0	1	2	3	4	5	6	7	8		
Explain											

2. THIS POSITION REQUIRES:

	Occasionally (less than 2 hrs daily)	Between 2 - 5 hrs daily	Over 5 hrs daily
Squatting	X		
Bending	X		
Kneeling	X		
Reaching			
➤ Overhead	X		
➤ Forward	X		
➤ Low	X		
Twisting	NA		
Crawling	NA		
Climbing	X		
➤ Ladder	NA		
➤ Stairs	X		
➤ Other	NA		
Walking on rough ground	NA		
Exposure to changes of temperature/humidity	NA		
Exposure to dust/fumes/gases/chemicals	NA		

3. THIS POSITION REQUIRES EMPLOYEE TO:

Indicate letter in appropriate Space:	LIFT=L	CARRY=C	PUSH=P	PULL-PL
	Less than 2 hrs daily	Up to 2 hrs daily	Between 2-5 hrs daily	Over 5 hrs daily
11 - 24 lbs	<u>L, C, P, PL</u>	<u> </u>	<u> </u>	<u> </u>
25 - 49 lbs	<u> </u>	<u> </u>	<u> </u>	<u> </u>
50 - 74 lbs	<u> </u>	<u> </u>	<u> </u>	<u> </u>
75 - 100 lbs	<u> </u>	<u> </u>	<u> </u>	<u> </u>
* Over 100 lbs	<u> </u>	<u> </u>	<u> </u>	<u> </u>

* If the position requires the employee to handle over 50 lbs - please explain

4. POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:

	RIGHT	LEFT	BOTH
Keyboarding	<u> </u>	<u> </u>	<u>X</u>
Filing	<u> </u>	<u> </u>	<u> </u>
Other Explain:	<u>Use a computer and peripherals. Zoom – microphone, speakers, camera.</u>		

5. THIS POSITION:

☒ **REQUIRES ATTENDANCE AT THE WORKPLACE***

or

☐ **IS ELIGIBLE FOR ALTERNATIVE WORKSITE ARRANGEMENT**

*a hybrid work arrangement may be approved depending on knowledge, skills and abilities.

And is considered:

☐ **ESSENTIAL** (per inclement weather policy, essential employees are expected to report to and work at their assigned campus worksite)

or

☒ **NON-ESSENTIAL** (able to work from home when the office closes for inclement weather)

Summary:	Zone Assignment= Specialist	
Authorization:	Name:	Date:
Human Resources	Sheryl Gartner	10/06/2023
Supervisor:	Roger Korth	10/06/2023
Administrator:	Edwin Mukusha	10/06/2023