

Role Profile: Sales and Service Technical Specialist

| | | | |
|--|--|--|--|
| Business Unit: Job Family: Department name: | | Megger Group Limited Data and Technology Enablement Customer Relationship Management | |
| Core purpose: The Data and Technology Enablement team is responsible for supporting all users and managing the development, execution, continuous refinement, and roadmap of our global Data and Technology enablement platforms. This includes overseeing SAP Sales and Service Cloud (C4C), SAP Marketing Cloud (SMC), SAP Enable Now (training program), and other tools that provide data, insights, and resources for sales and marketing. Given Megger's global presence, the team ensures that the systems are reliable, secure, and responsive to meet the needs of internal staff and customers. Ensuring efficient and secure business operations while facilitating growth and expansion into new areas. | | | |
| Role summary: As a First-Line SAP Sales and Service Technical Specialist, you will support our internal teams by providing technical assistance and guidance related to SAP sales and service modules. Your responsibilities will include troubleshooting issues, implementing solutions, and ensuring the smooth operation of SAP systems to meet Megger's business objectives. | | | |
| Reports to | Group Head of Data and Technology Enablement | Number of direct reports | 0 |
| Primary objectives <ul style="list-style-type: none"> • Support the technical deployment of a Self-Service Portal and a global ticketing system. • Ensure best practices are followed, maintaining current and comprehensive documentation. • Participate in customer meetings to gather requirements, discuss technical solutions, and provide status updates on support activities. • Liaise with the business to anticipate and meet future needs, enabling company growth. | | | Customers Internal: All staff External: Visitors Third-party service provider and partners |

| Main Responsibilities | | |
|-----------------------|---------------------|---------|
| Key Result Area | Specific Activities | Measure |

| | | |
|--|--|---|
| <ul style="list-style-type: none"> • Operational Excellence • Operational security | <p>Serve as the primary contact for technical assistance with SAP sales and service modules.</p> <p>Collaborate with cross-functional teams to implement solutions addressing customer needs and improving system performance.</p> <p>Provide guidance and training to end-users on SAP functionality and best practices.</p> <p>Document support activities, including issue resolution steps, for future reference and knowledge sharing.</p> <p>Support the creation and development of training materials and user training sessions.</p> <p>Identify and propose improvement opportunities across the SAP Sales and Service platform.</p> <p>Implement, test, and monitor SAP releases, system upgrades, and improvements with internal teams or external partners.</p> | <ul style="list-style-type: none"> • Performance reviews • First time yields (KPI's) • Skills matrix |
|--|--|---|

| Experience, Skills & Knowledge required to be successful in role | |
|---|--|
| Technical Skills/Knowledge | Soft Skills |
| <ul style="list-style-type: none"> • Hands-on experience with SAP ERP systems, including SAP ECC and SAP S/4HANA. • Experience in customer support or technical consulting roles. • Proven expertise in SAP sales and service modules, with a strong understanding of system architecture and configuration. • Previous exposure to SAP platforms is advantageous. • Experience in onboarding and integrating acquired businesses. | <ul style="list-style-type: none"> • Effective communication at all levels. • Ability to explain network architecture and its logic to technical and non-technical staff. • Strong teamwork skills, essential for collaboration with diverse professionals. • Excellent problem-solving abilities and creativity. • Attentive listening to understand user issues. • Multitasking capability to manage multiple problems simultaneously. |

| | |
|--|---|
| | <ul style="list-style-type: none"> • Ability to remain calm under pressure and handle unexpected issues. |
|--|---|

| | |
|------------------|--|
| Job Level | X Individual contributor <input type="checkbox"/> Leader of People/Senior Level Individual contributor <input type="checkbox"/> Leader of Leaders |
|------------------|--|

Shared Values

Caring

- Passionate about delivering quality solutions within the Customer First project and global Service teams.
- Support the business with training and manage functional and process documentation, ensuring staff confidence in product use.

Captivating

- Demonstrate strong problem-solving abilities.
- Balance business priorities to maximize and showcase value.
- Support process changes and ensure high adoption rates.

Consistent

- Maintain a positive attitude and pride in your work.
- Embrace problem-solving and shared learning while upholding high work standards.
- Communicate effectively with the IT team and the wider business.

Creative

- Approach technical issues with innovative solutions.
- Actively seek improvement opportunities and provide feedback to the department and business.

Confident

- Pursue knowledge, ask questions, and support others.

Benefits

- Excellent training and development opportunities
- Career development in a growing multinational company
- Life assurance scheme
- Contributory Salary Exchange Pension Scheme
- 25 days annual leave + UK bank holidays
- Day off for your birthday
- Flexible working
- Early finish on Fridays
- Seasonal Travel Ticket Loan Scheme
- Discounted football membership - Dover Athletic FC
- Free fruit Tuesdays + Thursdays
- Breakfast mornings – Mondays and Wednesdays
- Subsidised refreshments from the Company's canteen
- Free parking on site in the designated parking bays.
- Access to MyMegger a health and benefits portal offering a number of discounts for colleagues including a Cycle to Work Scheme and Electric/hybrid car buying scheme
- Eyecare vouchers
- Recruitment Referral Bonus Scheme
- Free flu vaccinations