

POSITION DESCRIPTION

Position Title:	SAP Manufacturing Specialist
Cluster / Business Unit / Division	
Section or Unit:	IT
Classification:	Band 6
Position Description Number:	PD-1586
Work Contract Type:	Professional
STEMM/NON-STEMM:	STEMM

POSITION PURPOSE

Provide on-site IT presence and partnership to the business, to foster business engagement and provide trusted advice, to translate business requirements into system solutions, and to get value from investment in systems by driving the most effective use of systems within the functional domain. In addition, provide subject matter expertise and solutions to the ANSTO Business across both SAP and non-SAP Enterprise Applications within the Manufacturing and Planning domain.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

The Information Technology Division is dedicated to enhancing and maintaining ANSTO's digital facilities for operational reliability and, providing a range of customer services to support ANSTO's research, business activities and projects.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Deliver Projects and provide Quality Assurance governance & guidance to the contractors and support partners.
- Provide high priority support for critical emergencies.
- Maximise the use of the skills and capacity of the extended SAP team / 3rd Party Support by coordinating the demand / roadmap with supply of resources.
- Drive Continuous Improvement initiatives to eliminate IT workarounds, improve data quality, and leverage the full functional capability of the systems.
- Provide subject matter expertise across the full range of ANSTO SAP Solutions within their Domain, specialised depth of knowledge within the core application / function (PP/QM/DP/SNP/PPDS) and breadth of knowledge in extended or related components (such as Bartender). While not expected to have depth in all areas, it is expected that this Specialist will understand how to find and understand information from a variety of sources to be able to propose or validate best practice solutions. This would include ability to answer questions on the design of the status quo application, its features, capabilities and limitations.
- Analyse Business requirements, propose design and recommend SAP enhancements to the SAP landscape to assist with the delivery of key projects and strategic initiatives. Refine and determine feasibility, correctness, and completeness of end-user's requirements to drive efficiency and business improvements.

- Lead the development of the accepted solutions and co-ordinate implementation and validation of the solutions, using the change control process to ensure the changes deliver improvements to the business model and achieve the regulatory and organisational compliance.
- Co-ordinate SAP Service Global Support and third party support in the resolution of the incidents and changes to ensure support for the business critical operations.
- Provide assistance in development of documentation, procedure manuals and training material for optimum use of the system and compliance.
- Lead and coordinate testing, training and go-live and ongoing change management to ensure the working system within their domain is suited to and meets business needs. This would include providing input into design and construction of test cases and business scenarios for testing.
- Maintain up-to-date knowledge of the latest developments and best practice for functionality relating to modules and systems within their domain.
- Undertake additional duties as required and during periods of leave of other staff.

Decision Making

- The accuracy, integrity and quality of the data driven advice provided to management & key stakeholders.
- Effective judgements under pressure or in the absence of complete information or expert advice.
- Prioritising & managing work as per agreed plans & timely escalations, if required.
- Timely escalation to the management within IT and business, as required.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

- Understanding how to leverage the capacity and expertise of an extended team/3rd party support, working in different locations, and potentially different time-zones.
- Provide after hour support to business, in case of critical emergencies.
- Liaise with key stakeholders including working relationships within IT, ANSTO and with external suppliers and partners to ensure the final outcome meet all needs.
- Improving the perception of SAP in the workplace given that resistance to change at ANSTO is high and resources are limited to train and mentor individuals.
- Embedded in the Business to provide improvements in definition and refinement of the business information system, ensuring integrity and keeping business critical operations functioning.
- Supporting the business and its processes to ensure master data is managed and maintained appropriately.
- Dealing with ambiguity and a rapidly changing business environment
- Gaining credibility among users.
- Dealing with a broad range of stakeholders with varying levels of technical understanding.
- Coordinate across ANSTO regarding relevant business processes as different ingrained methodologies exist for the same processes across site and negotiating and coordinating a common process will be a challenge.
- Providing after hour support in case of critical urgencies.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager/Executive	<ul style="list-style-type: none"> • Actively contribute to the direction and strategy of SAP Solutions. • Provide expert and techno-commercial advice on all phases of IT projects from concept to completion. • Recommend and gain endorsement for improvement to practice or development plans, goals and other initiatives.

	<ul style="list-style-type: none"> Operational Reporting as defined.
Work area team members	<ul style="list-style-type: none"> Provide expert advice, technical and otherwise on a full range of matters. Collaborate and share accountability. Negotiate and resolve conflicts. Actively share knowledge. Demonstrate team culture. Manage performance and development of the team members.
Direct Reports	<ul style="list-style-type: none"> N/A
Enterprise & Solutions Architects	<ul style="list-style-type: none"> Collaborate on the New Project Request process, to explore & develop new solution ideas. Assist in the build of the business cases by providing techno-commercial inputs.
Project Management Office	<ul style="list-style-type: none"> Work closely with the designated Project Managers to deliver projects as planned. Assist in Project Reporting.
External	
Stakeholders/Vendors	<ul style="list-style-type: none"> Strong report with SAP and other vendors. Develop and manage effective relationships to collaborate on IT initiatives, projects and delivery. Effectively exchange information with external stakeholders and vendors. Practice collaborative culture. Develop strategic relationships, adding value to ANSTO such as industry best practice knowledge and solutions.

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the SAP Solutions Manager
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements	
Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time Frequent travel to ANSTO sites within Australia
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer) Public speaking
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions
Hours:	Willingness to work extended and varied hours based on operational requirements
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety	
	All Workers Managers / Leaders / Supervisors

Specific role/s as specified in <u>AP-2362</u> of the ANSTO WHS Management System	Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties
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ORGANISATIONAL CHART

On file

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree or equivalent experience in relevant discipline such as Information Technology or Manufacturing.
2. A strong understanding of Application Lifecycle Management, its importance in the development of Enterprise Application Strategies and Roadmaps, and its relevance across enterprise solutions, architectures, systems and processes supporting a diverse medium sized enterprise with numerous stakeholders.
3. Strong Business Process knowledge across their Functional Domain, matched with a comprehensive functional understanding of SAP modules and architectures within a Core Domain (Advanced Planning and Optimising, Production Planning and Quality Management) and their application in manufacturing environments, as well as additional subject matter expertise in domains including, label printing.
4. Highly developed negotiation, communication and interpersonal skills for liaising with internal and external customers/ stakeholders at all levels.
5. Demonstrated experience leading their Functional Stream on projects or support using methodologies such as ASAP / RunSAP in a regulated manufacturing environment. Experience in an Agile Deployment (ASAP 8) is an advantage.
6. Leadership skills including the ability to lead a geographically disbursed team.
7. Strong understanding of IT Service Delivery and Information Management frameworks e.g. ITIL.
8. SAP or equivalent partner Certification in their core Functional Domain is required or alternatively a commitment to become certified within an agreed period.
9. Knowledge of Quality Management Systems approaches such as ISO9001:2000, GMP and CSV.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Shailesh Chitnis	Name:	Marianne Morton
Title:	SAP Solutions Manager	Title:	Chief Information and Digital Officer
Signature:		Signature:	
Date:		Date:	