



JOB DESCRIPTION

JOB TITLE:	SAP BASIS ChaRM Specialist
LOCATION:	Onsite (Makati)
WORK HOURS:	Standard Shift / Weekend off
Responsibilities	<ul style="list-style-type: none">• Configure and manage the Change Request Management (ChaRM) module within SAP Solution Manager.• Facilitate the end-to-end change management process, including recording changes, coordinating approvals, and managing transports between different system landscapes.• Collaborate with cross-functional teams to gather and analyze business requirements related to SAP systems changes and enhancements.• Ensure smooth integration and data exchange between SAP Solution Manager, SAP Cloud ALM, and ServiceNow.• Perform SAP BASIS administration tasks, such as system monitoring, performance tuning, security management, and user administration.• Participate in SAP system upgrades, patches, and maintenance activities as required during the contract period.• Troubleshoot and resolve technical issues related to SAP systems, transports, and ChaRM processes.• Maintain comprehensive documentation of SAP BASIS and ChaRM configurations, processes, and integration setup.• Work with the project management team to plan and execute SAP projects related to BASIS and ChaRM.• Provide training and support to end-users and team members on SAP ChaRM functionalities and best practices.• Stay up-to-date with the latest SAP technologies, Cloud ALM advancements, and ServiceNow integrations to optimize processes and ensure compliance with industry standards.
Qualifications and Requirements	<ul style="list-style-type: none">• Bachelor's degree in Computer Science, Information Technology, or a related field.• Proven experience as a SAP BASIS Administrator, with specific expertise in SAP Solution Manager BASIS and ChaRM functionalities.• Strong understanding of the Change Request Management (ChaRM) process and its integration with SAP Cloud ALM and ServiceNow.• Hands-on experience with SAP Cloud ALM and its related tools and processes.• Familiarity with ServiceNow for IT service management and incident handling.• Proficiency in SAP system administration, including installation, configuration, and performance tuning.• Excellent problem-solving and troubleshooting skills, with the ability to identify and resolve technical issues efficiently.• Strong communication and collaboration skills to work effectively with cross-functional teams and stakeholders.• SAP certifications in relevant areas, such as SAP Solution Manager, BASIS, or ChaRM, are advantageous.• Proactive, adaptable, and able to work independently and as part of a team in a dynamic environment.• Must be able to handle the responsibilities of a 12-month contract position and deliver results within the specified timeline.