SAP HANA-BASIS Administrator

Reference
RFQDM24-099

Description
The SAP HANA/BASIS Administrator will use their in-depth knowledge of SAP platforms to provide expert advice on the management and maintenance of those platforms. They will be required to ensure the provision and support of the Agency's SAP platforms, ensuring the security of the day-to-day technical operations. Some out of hour's work may be required, to complete scheduled work or assist with complex incidents. These hours can be substituted for time off in lieu (TOIL).

Responsibilities

- Perform daily system health checks of the production and fine tune performance issues prior to the business hours.
- Initiate in-house tests during system health check, perform troubleshooting and resolve identified issues Implement root cause analysis, troubleshooting and resolution of issues impacting SAP landscapes.
- Monitor and provide expert advice over Sap Java systems in relation to system capacity and its availability to manage the load.
- Monitor database load, activities and take preventive measures to avoid high response times.
- Create task cards for activities/issues that require regular intervene by multiple staff members for quick resolution of issues.
- Provide assistance during system patching and kernel upgrades SAP HANA system administration tasks such as daily health checks, on-demand tasks and upgrades at Hana environment.
- Perform table replication SAP landscape Transformation server to allow real time or schedule time data replication.
- Monitor and troubleshoot HANA WLM and dashboard applications via system replication.
- Change Management and its sub-processes such as Assessment of change proposals, RFC logging and review, Assessment & Implementation of Emergency Changes, Change scheduling, Deployment, Post Implementation Review and Change Closure Provide technical assistance in resolving issues related to Business Objects, DQM and Data Services.
- Develop detailed cutover checklist and project plan incorporating both technical and operations or business tasks Creating and maintaining the Cutover Project Plan as per the cutover standards.
- Work with system owners to develop a test scope, prepare for testing and ensure remediation has been completed effectively.
- Provide cutover status reporting to project leadership and key stakeholders involved in coordination of legacy shut down activities prior to application activation.
- Monitor and manage systems availability and their load using third party tools such as DCRUM, Dynatrace AppMon, NAM, Watch4Net, Kibana and Grafana.
- Work closely with Network Operations team in monitoring the production systems and resolving them on priority basis.
- Provide system support and perform technical troubleshooting as needed to ensure 24/7 availability of all system via Incident on call during non-business hours.

Hiring organization
Services Australia

Employment Type
Contractor

Beginning of employment
2 September 2024

Duration of employment
Initial contract of 12 months with possible two extnsions of 12 months each.

Job Location
Canberra, ACT

Working Hours
Flexibility to work from home is an option, but a minimum of 3 days a week must be worked in Services Australia's Canberra office.

Date posted
July 11, 2024

Valid through
19.07.2024

- Troubleshooting with most of the SAP Business solutions at departments SAP landscape such as CRM, ERP, SRM, S/4HANA, IDM, Fraud Management, BI/BW, BOBJ, BODS, DQM and ESS.
- Provide technical assistance in resolving issues related to migration, implementation and post Go-Live activities.
- Resolve production incidents lodged via OpenText Service Manager.

Qualifications
You must hold a Negative Vetting Level 1 Security Clearance;

Experience
Mandatory Criteria

- Must have 5 years or more SAP BASIS experience in a large and complex environment.
- Must have experience with HANA & DB2 on Z as the database platform for SAP Applications.

Weighted Criteria

- Experience with multiple SAP Technologies (such as CRM, PSCD, ERP, Java, HANA)
- Experience with Implementing Early Watch Alert Recommendations.
- Experience with SAP ABAP and HANA performance tuning.
- Experience with Incident Resolution and Root Cause Analysis.
- Knowledge of Service Australia Business Processes and Architecture Model.
- Knowledge of SAP System Upgrade and associated tasks.
- Experience with Data Archiving and OpenText Solutions.

Skills
Primary Knowledge/Skills/Systems/Tools required for role include:

- SAP HANA, SAP Basis