Global Product Support Engineer

Location: Madrid, M, ES

Company: SAP

Work Area: Administration

Expected Travel: 0 - 10%

Employment Type: Limited Full Time

COMPANY DESCRIPTION

As market leader in enterprise application software, SAP helps companies of all sizes and industries innovate through simplification. From the back office to the boardroom, warehouse to storefront, on premise to cloud, desktop to mobile device – SAP empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition. SAP applications and services enable customers to operate profitably, adapt continuously, and grow sustainably.

With Run Simple as our operating principle, SAP's nearly 86,000 employees focus on a singular purpose that inspires us every day: To help the world run better and improve people's lives.

EXPECTATIONS AND TASKS

This is an exciting opportunity to join our Product Support team located in Madrid. You will provide functional and technical support, perform root cause analysis and report errors to development organization, cooperating with them to identify possible resolutions, as well as being involved in the SAP product lifecycle (analysis, testing, product validation and documentation.)

Additionally, you can participate in the creation of new supportability tools and knowledge management.

We offer continuous training to ensure a smooth start and a career development in the Support Engineer role, learning about different SAP products. You will be part of a fun and supportive team, always at hand to help with your development.

EDUCATION AND QUALIFICATIONS / SKILLS AND COMPETENCIES

Recent graduate in Computer Engineering or Telecommunication Engineering (other Technology or Scientific degrees will be also considered)

Speaking and writing fluent English and Spanish. German is desirable.

Basic understanding of programming languages.

Analytic thinking, problem solving and communication skills.

WORK EXPERIENCE

Working experience is not required