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Assistant Manager

Noida, India

SMR is a global company with a high level of innovation. Our goal is to actively help forming the future of the automotive industry – with innovative technologies that make driving more comfortable and safer. With a broad portfolio of manufacturing capabilities, SMR produces a large variety of high-quality products majorly for the automotive industry.

We are seeking a skilled SAP IDoc Support Analyst to manage and support customer demand interfaces for Spain. The role involves real-time monitoring, analysis, and resolution of IDoc processing issues to ensure seamless data integration and uninterrupted business operations.

What you'll do

- Monitor and track incoming IDocs by date and customer and review processing status.
- Analyze failed IDocs and accurately identify root causes of errors and implement corrective actions.
- Apply appropriate resolutions based on business logic and error type.
- Identify recurring customer issues and proactively communicate patterns to stakeholders.
- Adhere to defined process flows and process maps for IDoc handling.
- Execute daily operations using standardized process documentation (translated from Spanish).

What we are looking for

- Strong expertise in SAP IDoc processing and statuses.
- Basic to intermediate knowledge of the SAP SD (Sales and Distribution) module is an added advantage.
- Hands-on experience in IDoc error analysis and troubleshooting.
- Good understanding of customer demand integration processes.
- Ability to analyze business data within IDocs and detect inconsistencies and reason for the failure.
- Excellent analytical and problem-solving skills.
- High attention to detail and accuracy.
- Ability to work independently in a production support environment.
- Strong communication and coordination skills.
- Bachelor's degree in engineering, Computer Science, Information Technology, or any related discipline.
- 2 to 3 years of hands-on experience in SAP production environment, with strong exposure to support activities and error analysis/resolution.

What we offer

- A competitive salary and range of benefits.
- Be part of worldwide team with very big challenges ahead, which bring huge development opportunities for people with big career goals.
- If you enjoy working in a fast-paced environment then look no further.
- We are an equal opportunity employer where inclusion matters; this is evidenced by us being a Disability confident Committed Employer.