

## SAP ON DEMAND SERVICES - CLIENT SERVICE MANAGER (CSM)

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Beyond Technologies is a professional services firm, specializing in the integration of SAP solutions and the optimization of business processes. We are currently looking for a Client Service Manager for our SAP On demand Services department to join our dynamic team. The Client Service Manager is responsible to engage in a partnership with SAP On Demand Client's and to manage a global team of architect, analysts, developers, and Basis responsible for management and consulting services.

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### Your Role:

- Execute daily leadership duties such as proactive planning and coordination, communication, and issue resolution
- Appoint the team of SAP resources to provide excellent client service and manage the request delivery process in accordance with the highest quality specifications
- Compile a weekly, monthly quarterly performance report and hold meetings to discuss completed activities/tasks, service levels performance goals and achievements, service request status, budget status, challenges, and any other topics agreed with the client
- Lead and actively collaborate with clients to perform, at service level expectation, incident request, service request, maintenance request resolutions
- Deliver SAP Applications continuous business improvements, align with client methodology and leading Beyond's agile methodology, according to committed scope, time, budget and quality
- Compile a weekly, monthly quarterly performance report and hold meetings to discuss completed activities/tasks, service levels performance goals and achievements, service request status, budget status, challenges, and any other topics agreed with the client
- Make continually appropriate attempts for Beyond's services to satisfy the Client's established expectations
- Have a permanent attention to our clients' delightment with the delivery of our services

### Your Key Responsibilities:

- Responsible for team assignments across different initiatives
- Participate in the staffing of the employees by recommending the appropriate employees for specific initiative needs
- Ensure consistent usage of best practice tools during service delivery
- Identify urgent situations and react; accordingly, be ready to make difficult decisions or recommendations that can have an impact on the orientation of services
- Anticipate and address potential issues before they are recognized by others
- Manage the life cycle of change requests, and periodically review the status of the on-hold requests
- Stay up to date with market trends, what is offered by competitors and adjust the approach accordingly
- Search and propose new opportunities relevant to the customer
- Maintain a constant view to project financial performance and raise concerns to key stakeholders when the project appears to be at risk
- Track and control the client budget of Run and Grow activities periodically

At Beyond, we want our employees to be happy and healthy both on and off the job. Everything we do and offer to our employees is based on our philosophy that investing in our people is good for all of us! Beyond is dedicated and committed to promoting a diversified and inclusive work environment for everyone. Beyond Technologies is an equal opportunity employer and we believe in fostering an environment where everyone regardless of gender, race, ethnicity, sexual orientation, disability, age, or all other identities feels respected, protected and celebrated.

By providing us with your application, you agree that your documents may be retained in Beyond Technologies' databases for an indefinite period of time in accordance with our internal information retention policies.

**You have:**

- Bachelor's degree required. Degree in IT or Business preferred
- At least 10 years of relevant ERP project, evolution, and support
- 3 years of IT Management experience
- 3 years of People Management experience
- General understanding of core SAP modules (FI, CO, MM, PP, SD), their integrations and the business processes they support
- Exceptional verbal and written communication skills in English and French (*\*This is a requirement since in this role you will be dealing with customers, partners and/or our international subsidiaries requiring communication in English on a recurring basis both verbally and in writing*)

**You are:**

- Experienced in managing SAP Competency center or similar SAP evolution and support group
- Able to produce well-structured documentation

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