

Job Description



Purpose: To provide clear information on a specific job role
Applies to: Prospective & current employees at Frontline Consultancy. **Owner:** HR Manager
Document: First Issue: March 2016 Current version: V3 Revision Date: 26/01/2026

Job Title:

SAP Support Consultant – Internal Job Description



Department / Function:

SAP Support

Location / Working Pattern:

Hybrid – Greater Manchester

Reporting To:

Service Desk Manager

Direct Reports:

None

Role Purpose

Deliver high-quality SAP support ensuring timely, accurate resolutions. Use AI-guided triage, suggested solutions and knowledge recommendations to improve first-time fix and reduce time to resolution.

- Support Frontline's SAP service delivery by resolving incidents, service requests and minor changes within agreed SLAs.
- Embed AI-guided triage, knowledge recommendations and automation opportunities to improve support quality and customer value.
- Work in line with Frontline's values, including customer focus, accountability, teamwork, continuous improvement and professional integrity.

Key Responsibilities

Structure into thematic sections with action-focused bullet points (starting with strong verbs):



Operational Support

- Handle incidents, service requests and minor changes within agreed SLAs.
- Maintain clear ticket updates, technical notes and customer communications.

AI-Enabled Quality & Knowledge

- Use AI recommendations and knowledge base content to propose fixes and prevent recurrences.
- Create and improve knowledge articles and contribute to known error records.

Collaboration & Handover

- Work with Consultants on complex issues and enhancements, ensuring clear and complete handovers.
- Assist with application testing and triage for support based upgrades.
- Identify automation opportunities and feed these into continuous improvement plans.

Service Quality & Customer Communication

- Provide timely, professional and accurate customer communications throughout the ticket lifecycle.
- Support a culture of integrity, innovation, accountability and continuous improvement.

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Decision-Making Authority

Selects resolution paths for assigned tickets and escalates issues in line with policy, SLA requirements and agreed operational procedures.



Key Relationships

Internal: SAP Consultancy, Service Desk, Account Management.

External: Client key users; SAP/ISV vendors.

Knowledge, Skills & Experience

Essential:

- Strong SAP Business One, or relevant SAP module, support experience.
- SQL/reporting basics.
- SLA-driven support discipline and clear customer communication.



Desirable:

- Experience using AI service tools.
- HANA database experience.
- Integration or middleware exposure.

Qualifications

- Relevant SAP certifications desirable.
- ITIL Foundation beneficial.

Behaviours & Alignment to Frontline Values

Every colleague is expected to work in a way that reflects **who we are and what we stand for**:

- ✓ Deliver outstanding customer service
- ✓ Provide quality results with passion and professionalism
- ✓ Together everyone achieves more
- ✓ Operate with integrity in everything we do
- ✓ Create and innovate
- ✓ Be the best
- ✓ Own it



Embed these behaviours into daily support activities, customer communication, knowledge contribution and team collaboration.

SMART Performance Indicators

Mandatory AI-related KPI:

- Implement and measure at least one AI-enabled improvement to SAP support triage, knowledge use, ticket handling or customer communication during the first 12 months.

Other examples (tailored to role):

1. Achieve first-time fix rate of at least 80% and reduce average resolution time by 15%.
2. Maintain customer satisfaction of at least 95% for closed tickets.
3. Contribute at least 18 knowledge articles with a helpfulness rating of at least 90%.
4. Maintain zero critical-priority SLA breaches.

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Diversity Statement

Frontline Consultancy & Business Services Ltd is committed to creating an inclusive environment and is proud to be an Equal Opportunity Employer. We value diversity and make employment decisions based on merit, capability and business need.

