SAP Reporting Consultant

Description

Excel Nearshore is seeking an experienced **SAP Reporting Consultant** to join the support team of a global technology and IT services company. In this role, you will be responsible for resolving incidents, managing business requests, and enhancing existing analytics solutions. The ideal candidate will have strong expertise in **SAP BusinessObjects** and **SAP Analytics Cloud (SAC)**, with the ability to deliver reliable and efficient reporting solutions that meet evolving business needs. This position requires a combination of deep technical proficiency, strong analytical thinking, and a collaborative approach to ensure continuous improvement of reporting and analytics capabilities. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

- **Incident & Problem Management**
    - Manage the intake, analysis, and resolution of incidents within the assignment group.
    - Investigate and troubleshoot issues related to BOBJ (Webi, AFO) and SAC, identifying root causes and implementing solutions.
    - Perform effective handoffs of incidents to other supporting teams when required.
    - Communicate directly with end users and stakeholders to clarify issues and requirements.
- **Reporting & Analytics Support**
    - Handle and prioritize incoming business requests for reporting and analytics.
    - Engage in technical discussions with backend teams, working primarily with eHANA views (95%) and BEx Queries (5%).
    - Deliver enhancements and optimizations to existing analytics solutions.
- **Cross-Functional Collaboration**
    - Collaborate with IT and business teams to support reporting requirements and ensure seamless integration across systems.
    - Work within structured change and incident management frameworks (ServiceNow, SAP ChaRM).

Qualifications

- Bachelor's degree in computer science, Information Technology, or related field (or equivalent experience).
- Minimum 4 years of experience in a similar **SAP reporting support role**.
- Proven background in **Level 2 or Level 3 support** within enterprise environments.

Requirements

- Strong Expertise in **SAP BusinessObjects 4.3 (Webi, Analysis for Office)** and **SAP Analytics Cloud (SAC)**.

Hiring organization
Excel Nearshore

Employment Type
Full-time

Beginning of employment
ASAP

Duration of employment
Indefinite

Industry
Technology

Job Location
Costa Rica
Remote work from: Costa Rica

Date posted
October 8, 2025

- Working knowledge of **ServiceNow** (Incident Management), **SAP ChaRM** (Change Request Management) and **eHANA** (SQL, XSA).

Soft skills

- Excellent communication skills with the ability to translate technical issues into business-friendly terms.
- Strong problem-solving and root-cause analysis capabilities.
- Ability to manage competing priorities in a fast-paced support environment.

Contacts
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