

## APPLICATION SPECIALIST

SAP Fieldglass provides a cloud-based Vendor Management System (VMS) to manage contingent workforce and services procurement programs. More than 300 customers leverage Fieldglass to gain visibility into their external workforces, including contingent labor, services managed through Statements of Work and independent contractors while optimizing spend, quality, compliance and efficiency.

### WHAT SETS US APART:

Fieldglass was “born cloud”. As one of the forerunners of today’s highly successful cloud delivery model, Fieldglass has been a Software-as-a-Service application since its start. At a time when many buyers were using behind-the-firewall ERP applications to manage their non-employee workforce, this VMS industry first is now the industry standard.

Some of our attributes include:

- We are the VMS market leader in global spend and in March 2014 were named the top company in our industry by Forrester Research.
- Not only an industry leader but a thought leader - Fieldglass keeps customers up to date with VMS industry knowledge on our ‘From the Field’ blog, FUSE User Exchange and social media accounts.
- We work with the world’s leading companies, including AIG, Verizon, GlaxoSmithKline, Johnson & Johnson, CVS/Caremark, United Airlines, Panasonic, Rio Tinto, Monsanto, and many, many more.
- We are now part of SAP, a market leading enterprise application software company, helping companies of all sizes and industries run simple.

### COMPANY CULTURE:

Fieldglass encourages an open door policy and a collaborative office environment. Those with an entrepreneurial and can-do attitude keep Fieldglass at the top of its industry. Traditional perks include casual dress, generous paid time off, charitable activities, stocked kitchens, great healthcare coverage and more!

**APPLICATION SUPPORT, APPLICATION SPECIALIST:** We are looking for recent college graduates to join our Application Support team here at SAP Fieldglass. Our Application Support Team provides front-line support for all users of the Fieldglass application worldwide. The Application Support Specialist will be expected to provide service and support to both external and internal users. Responsibilities include:

- Properly manage phone and email queues in accordance to customer agreements
- Collect, analyze and work to provide solutions for clients
- Actively keep up to date on the Fieldglass application’s functionality
- Strive to become an expert in the Fieldglass application

### WE ARE LOOKING FOR:

- Candidates that are fluent in English
- Second foreign language will be considered a strong advantage
- Candidates that have end-user support experience and deep interest in technology
- Someone who has strong analytical skills, attention to detail, problem solving, and ability to effectively communicate (written & verbal) and know how to have fun!
- Experience in a dynamic international environment is considered an advantage

Interested candidates may apply on the link below [https://jobs.sap.com/job/Sofia-Application-Specialist-Job-22/512068401/?locale=de\\_DE](https://jobs.sap.com/job/Sofia-Application-Specialist-Job-22/512068401/?locale=de_DE)