

Consultant support client SAP @ Applium (FR, PT or EN speaker)



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Phone :

Web :

Job Summary

Vacancy :

Deadline : May 14, 2025

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Employment Status : Full Time

Experience : 5 - 10 Years

Salary : To be defined

Gender : Any

Career Level : Top Level

Qualification :

Responsibilities:

Strengthen the CSM (Support and Maintenance Center). Managing all corrective, enhancement, and project-related activities within the TMA (Third-Party Application Maintenance) accounts scope.

- Manage, lead, and document **TMA and project steering meetings**.
- Ensure **adherence to service level agreements** (SLA).
- **Coordinate stakeholders** both project owners and teams.
- Oversee the **contractual relationship with clients** and ensure technical and service scope compliance.
- Support **Business Owners** in defining and formalizing their needs.
- Manage and maintain client relationships within your **SAP expertise domains**.
- **Support users** change management, training, and technical assistance.
- Contribute to deliverable creation and validation.
- **Analyze user needs and implement solutions** within your area of SAP expertise.

In short: You are the **SPOC (Single Point of Contact)** the bridge between clients and TMA consult.

Requirements:

Strong expertise in one or more **SAP modules** (Logistics, Finance, Digitalization) and solid experience **in TMA or SAP implementation projects** (ECC6 or S/4HANA), preferably within **SME/PMI environments**.

Key Skills for the SPOC Role:

- Enjoy client interaction
- Manage **client accounts and contracts from end to end**.
- Be a **driving force within the team**, fostering service excellence and quality commitment.
- Balance commercial management with **SAP expertise on TMA topics or projects**.
- Cross-functional business knowledge and SAP insight anticipate risks and effectively manage integration teams and client relationships.

Essential Skills:

- **ERP solution** understanding
- Client account management
- Strong customer service mindset
- Autonomy
- Big-picture thinking
- Diplomacy
- Proactivity
- Teamwork
- Excellent communication and writing skills

Language Skills:

- **French proficiency** (mandatory)
- **Portuguese proficiency** (mandatory or EN speaker)
- **Professional/technical English**, with the ability to handle calls, meetings, and emails with clients independently (a plus)

The company:

Applium has over 20 years of operational consulting, SAP implementation, and process optimization. The 130 consultants, located throughout France, and now Portugal, support clients by optimizing business processes and delivering SAP solutions through design, configuration, user support, and technical expertise. As a human-sized company, they prioritize controlled growth (20 to 30 hires per year) while remaining independent.

Since 2008, Applium has been an SAP France partner, offering exclusive access to new solutions, documentation, and SAP experts ensuring our consultants stay at the top of their game.

They work with 100+ active clients, including Adoma, Boulanger, Business France, Daher, Dassault Aviation, Elkem Silicones, Groupama, Jtekt, Lohr, Régie des Transports de Marseille, Sabena Technics, and more.

Your recruiter:

Maria, Senior Talent Acquisition Specialist @ Effitalents.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits

Remote work fully accepted, various offices, internal mobility, work-life balance.