



Terms of Reference for SAP Individual Consultants

Positions Required:

- A. Finance And Controlling (FICO) Functional Consultant
- B. Human Capital Management (HCM) Functional Consultant
- C. SAP Enterprise and Fiori Applications Functional Consultant
- D. Materials Management (MM) Functional Consultant
- E. Enterprise Asset Management (EAM) Functional Consultant

1.0 ZAMBEZI RIVER AUTHORITY (“THE AUTHORITY”)

The Authority is a corporate body jointly and equally owned by the Governments of Zambia and Zimbabwe (“Contracting States”) and is mandated with the management of the Kariba Complex and the stretch of the Zambezi River (from Kazungula to Luangwa in Zambia and from Kazungula to Kanyemba in Zimbabwe) forming a common border between the two Contracting States.

The Authority is mandated to manage the stretch of the Zambezi River which constitutes part of the common border between the two countries. The Authority is also mandated to operate, monitor and maintain the Kariba Complex and to maintain other dams or infrastructure that may be constructed on the river. The Authority’s main source of revenue is the sale of water for hydro power generation to ZESCO Limited in Zambia and Kariba Hydro Power Company (KHPC) in Zimbabwe.

2.0 BACKGROUND

Zambezi River Authority (the Authority) is seeking to modernize its Information Communication Technology (ICT) systems while reducing cost of operations by digitizing its business processes. In order to achieve the aforesaid, the Authority implemented an Enterprise Resource Planning (ERP) system using **SAP S4 HANA** in 2019. This is envisaged to enable the Authority to connect its business activities across departments so that everyone is working with the same information (single source of truth) in order to aid the decision-making processes. Using this integrated system, the Authority intends to streamline business process and improve the efficiency of operations by saving time and money through standardizing and automating many business processes while eliminating manual time and effort.

3.0 OBJECTIVES OF THE ASSIGNMENT

- a) Evaluation of the current system deployment and carry out a gap analysis of what is currently delivered against best practice.
- b) Assisting the Authority with system adoption, efficient and effective utilization of the recently deployed ERP system so as to improve the decision-making process.
- c) Achieve seamless integration of information across all organization's business processes.
- d) Timely and Accurate business reporting

4.0 DELIVERABLES

- a) Gap analysis report in the identified modules
- b) Increase system utilisation in the identified modules from the current **40% to 90%**
- c) Training of the Authority Employees in using the identified modules.
- d) Development of customised user manuals for the identified modules
- e) Functional user support in the identified modules using the SAP Solution manager Helpdesk System

4.0 WORK LOCATION, WORKING HOURS AND SUPERVISION

The consultants work location is Lusaka, Zambia. They will be required to work eight (8) hours a day under the supervision of the Manager ICT.

5.0 TIME BASED CONTRACT PERIOD

The Consultants will be engaged for a fixed period of six (6) months.

6.0 RESPONSIBILITY, QUALIFICATION AND EXPERIENCE

The responsibilities, qualifications and experience of the Consultants are as follows;

A. FINANCE AND CONTROLLING (FICO) FUNCTIONAL CONSULTANT

JOB PURPOSE

The incumbent is mainly responsible for designing, building, and deploying SAP-based ERP solutions; leading analysis and design in the SAP FI/CO area, often in close cooperation with the Authority's finance team and other relevant sections, conducting structured testing internally and with users ensuring stabilization of the solution and continuous improvements.

The Consultant shall carry out the following key responsibilities:

- (a) Understanding the business requirement of the organization
- (b) Preparation of Blueprint documents for implementing projects.
- (c) Implementation of the project(s)
- (d) Validate the reports requirements

- (e) Validate any changes in customize.
- (f) Provide training to end-users
- (g) Sort out day to day queries of end users.
- (h) Enhancement of the SAP for end user based on requirement
- (i) Gathering Information on Authority's current business processes and preparing system blueprint documents
- (j) Data Mapping-Mapping the source data element for each data element in the target environment and Gap Analysis As-Is and To-Be processes
- (k) Functional testing and Integration Testing.
- (l) Configuring Global settings and Enterprise structure settings
- (m) Configuring G/L, A/P, A/R, Asset Accounting.
- (n) Performs any other duties within the scope from time to time

QUALIFICATIONS, EXPERIENCE AND COMPETENCE

- (a) Degree in Computer Science, Business studies and Computing Science, Accounting or Finance.
- (b) At Least of 2 years of SAP experience supporting General Ledger accounts. Including Accounts Payable, Accounts Receivable, Financial Accounting, Fixed Asset Accounting, Inter-company Accounting, Project System, Management Accounting.
- (c) Involvement with at least two (2) full cycle implementations as well as in support projects.
- (d) Involvement with financial integration focusing on other SAP-based ERP modules like Materials Management, Enterprise Asset Management, Human Capital Management, Sales and Distribution and Project Systems.
- (e) Good understanding of accounting business processes.
- (f) Capacity to comprehend business forms from a client's point of view.
- (g) Capacity to work in a group domain, viably cooperating with others.
- (h) Must be results-oriented.
- (i) Capacity to perform multiple tasks and deal with different expectations and undertakings simultaneously.

CERTIFICATIONS:

SAP FICO Certification

OTHER ATTRIBUTES

- a) Team Player
- b) Innovative
- c) Results Oriented
- d) Quality Oriented
- e) Communication skills

B. HUMAN CAPITAL MANAGEMENT (HCM) FUNCTIONAL CONSULTANT

JOB PURPOSE

The consultant will be responsible for the Human Resource (HR) application processes and systems by identifying, planning, developing, testing, implementing, maintaining and securing Human Resource Information System (HRIS) systems. The position will also communicate effectively with stakeholders to strategically align and operationalize programs at a global and local level.

The Consultant shall carry out the following key responsibilities:

- (a) Ensuring the system(s) perform according to approved specifications and ensuring issues are identified, tracked, reported and resolved in a timely manner.
- (b) Configuring changes in HR systems aligned with business requirements and perform comprehensive testing with business units, applications support and system developers for overall functionality and technical quality of deliverables.
- (c) Assisting in developing standardized work and support processes, tools, and methodologies that improve quality and efficiency of HR processes.
- (d) Partnering with subject matter experts, application support, and technical leads to determine system needs and functional requirements.
- (e) Participating in and leading system projects to a successful completion by effectively completing tasks, duties, resources, and issues.
- (f) Maintaining necessary documentation and training material related to the systems and technologies.
- (g) Generating and auditing all standard and custom reports for HR & Management team including, but not limited to required compliance reporting, HR metrics, monthly and annual headcount, performance management, employee attendance etc.
- (h) Ensuring the daily maintenance of accurate employee data entry and structure for employees in all HR systems.
- (i) Ensuring accurate timekeeping data in SAP system by collaborating with Supervisors on auditing and correcting pay information (regular, overtime, double-time, shift differential, department charges, etc.)
- (j) Performing all balancing and auditing functions to compute and prepare the SAP system and shop labour reporting.

QUALIFICATIONS, EXPERIENCE AND COMPETENCES

- (a) Degree in Computer Science or management information systems or Human Resource qualification.
- (b) Minimum of 2 years systems analysis and configuration experience related to the job responsibilities.
- (c) Minimum of 2 years' experience working with SAP HCM with talent, compensation, benefits & performance management.
- (d) At least 2 full cycle implementations
- (e) Functional knowledge in the application of technology to support and improve Human resources management processes.
- (f) Demonstratable knowledge of other SAP Modules eg: FICO, EAM, MM

- (g) Proven ability to collaborate across functions and successfully engage and influence others outside area of control.
- (h) Strong customer-focus and drives for excellence.
- (i) Commitment to quality and continuous improvement.
- (j) Strong analytical aptitude with attention to detail.
- (k) Ability to troubleshoot, multi-task and meet deadlines.
- (l) Proven ability to always maintain company and employee confidentiality.
- (m) Proficient in utilizing business software applications including MS Office (Excel, Word, PowerPoint, Outlook).

CERTIFICATIONS:

Relevant certifications in SAP HCM

OTHER ATTRIBUTES

- a) Team Player
- b) Innovative
- c) Results Oriented
- d) Quality Oriented
- e) Communication skills

C. SAP ENTERPRISE AND FIORI APPLICATIONS FUNCTIONAL CONSULTANT

JOB PURPOSE

The incumbent will be responsible for the following among other things: Assess, design and deliver a full end-to-end digital experience to our SAP Enterprise and FIORI applications

The consultant shall carry out the following key responsibilities:

- (a) Developing functional specifications and coordinates the testing and integration of development activities.
- (b) Establishing test plans and leading unit integration and user acceptance test efforts.
- (c) Supports SAP EAM Implementation projects through all phases including blueprint, realization & testing, final preparation and post go-live support
- (d) As an ABAP Developer you will take a part in the development of the business solutions based on functional and technical requirements.
- (e) ABAP development of requested business solutions based on the technical designs.
- (f) Perform complex ABAP programming, testing and debugging functions related to the implementation of SAP modules.
- (g) Close communication with functional teams /designers, understand the requirements from provided functional designs and transform these requirements into the technical designs.

- (h) Build professional relationships with management and team members to ensure delivery of proposed solutions, support for development of business possibilities and for personal development.
- (i) Contribute to high productivity and motivation of working team with the use of your communication skills and cooperation; reach and realize project aims and outputs.
- (j) Demonstratable knowledge of report writing tools such as Crystal Reports, Business Objects etc
- (k) Willing to design, code and maintain the complex custom-build solutions

QUALIFICATIONS & EXPERIENCE AND COMPETENCES

- (a) Degree in Computer Science, Engineering or Equivalent
- (b) At least two (2) years of ABAP and FIORI development experience
- (c) Familiar with OOP, workflow, webdynpro
- (d) Basic overview / school knowledge of C, C++, SQL, Java
- (e) Experience in web application Development
- (f) Experience in at least two (2) full life cycle end-to-end implementation of SAP projects
- (g) Experience with data mapping and data migration processes and tools.
- (h) Experience developing training materials and delivering end user training.
- (i) Experience managing project activities / teams and application of structured implementation project methodologies and tools.
- (j) Proficiency experience with other SAP Modules including Service Management, Finance & Controlling, Project Systems, Human Resources, Cross Application Timesheet, Quality Management, and/or Production Planning.
- (k) Proficiency in Planning & Scheduling processes and tools.
- (l) Experience with SAP BW and Business Objects.
- (m) Knowledge of the ABAP workbench and FIORI

CERTIFICATIONS:

- (a) ABAP,
- (b) Programming language certification, Java, Python, PHP, Jarson etc
- (c) Database programming Certification

OTHER ATTRIBUTES

- (a) Team Player
- (b) Innovative
- (c) Results Oriented
- (d) Quality Oriented
- (e) Communication skills

D. MATERIALS MANAGEMENT (MM) FUNCTIONAL CONSULTANT

JOB PURPOSE

The SAP MM Functional Consultant will be responsible for maintaining and enhancing the company's SAP template. This is a unique opportunity

to support the business through enhancing the SAP Materials Management footprint.

The consultant shall carry out the following key responsibilities:

- (a) Support the current MM footprint
- (b) Analyze and solve the SAP MM issues
- (c) Conduct SAP MM process configuration
- (d) Update and maintain all SAP MM functional documentation
- (e) Analyze and scope end user authorization roles
- (f) Conduct Unit tests, Integration tests and system Integration security test
- (g) Proactively proposing solutions to improve the support of (new) business processes
- (h) Support the functional team with issues and provide a solutions-based approach

QUALIFICATIONS & EXPERIENCE

- (a) Degree in Computer Science, Procurement or related field
- (b) At Least 2 years of SAP experience in supporting SAP MM activities.
- (c) Experience in at least two (2) full life cycle end-to-end implementation of SAP projects
- (d) Configuration of master data and be able to guide and train the users on Business Process.
- (e) Significant, proven customizing experience within SAP MM
- (f) Thorough knowledge of business processes within SAP MM
- (g) Excellent consultancy skills and a pro-active attitude
- (h) Excellent communication skills (written and verbal)
- (i) Experience in writing functional requirements / designs
- (j) The ability to work independently as well as in project teams

CERTIFICATIONS:

Certification in SAP Materials Management

OTHER ATTRIBUTES

- a) Team Player
- b) Innovative
- c) Results Oriented
- d) Quality Oriented
- e) Communication skills

E. ENTERPRISE ASSET MANAGEMENT (EAM) FUNCTIONAL CONSULTANT

JOB PURPOSE

The consultant will interact with the EAM end users on a routine basis to gather requirements and develop a full understanding of various business scenarios and map the appropriate SAP EAM Solutions.

The consultant shall carry out the following key responsibilities:

Engages in full life cycle stages of project execution in the EAM area delivering all phases of SAP EAM implementation and into support.

- (a) Interacts with end users on a routine basis to gather requirements and develop a full understanding of various business scenarios and map the appropriate SAP EAM Solutions.
- (b) Identifies and assists in the development of new services and capabilities to address end users business needs in SAP EAM segment.
- (c) Adopt new and innovative business solutions within established and emerging technical architectures (e.g., SAP-HANA, and mobility).
- (d) Closely Work with other towers (SAP FICO, HCM, DMS, MM).
- (e) SAP EAM Functional Consultant with experience in Utilities industry, possess a strong business understanding of the utility industry and business processes, with deep expertise in Enterprise Asset Management.
- (f) Overseeing and recommending for approval the end-to-end process design, configuration, testing, and ultimate conversions of the SAP functions included within EAM and all points of integration across the solution landscape.
- (g) Lead oversight of the integrated system design enabling Enterprise Asset Management (EAM) processes across an SAP landscape with GIS and scheduling solutions; all in support of the utility industry.
- (h) Integrated design, implementation, and delivery of the architected solution, created by working with the EAM, FI, MM/SRM teams to design and deliver full EAM solution.

QUALIFICATIONS, EXPERIENCE AND COMPETENCES

- (a) Degree in Computer Science, Engineering or Equivalent
- (b) At least minimum two (2) years of experience in SAP Plant Maintenance, Asset Management, Customer Service, and integration with other EAM applications
- (c) Experience in at least two (2) full life cycle end-to-end implementation of SAP projects
- (d) Proven track record of successful SAP ERP/EAM implementations
- (e) Experience in broad SAP functional applications, with emphasis on EAM components, and has proven track record of delivering team results
- (f) Require deep knowledge of utility business processes and excellent communication skills
- (g) Demonstrated experience in integrated design, implementation and delivery of the architected solution, created by working with the EAM, FI, MM/SRM teams to design and deliver full EAM solution.

CERTIFICATIONS:

Certification in SAP EAM

OTHER ATTRIBUTES

- a) Team Player
- b) Innovative
- c) Results Oriented
- d) Quality Oriented
- e) Communication skills