Graduates Welcome! - (Junior) User Assistance Developer for SAP Hybris Marketing

Purpose and Objectives
The line-of-business SAP Customer Engagement & Commerce (CEC) drives solutions intended to help businesses move beyond traditional customer relationship management (CRM) and focus on engaging their customers anytime, anywhere, and on any device.

Within CEC, SAP Hybris Marketing enables marketers to develop a deeper understanding of customers and their behavior; to know what they have browsed, what they may purchase, and what they are downloading now. Our mission is to deliver a Marketing Suite that enables customers to gain real-time insights into the context of each customer, and leverage these insights to deliver highly individualized recommendations and personalized campaigns across all channels.

Expectations and Tasks
We are looking for a self-motivated and passionate person to join our SAP Hybris Marketing user assistance team as an information developer.

You will support our cloud strategy by helping to create state-of-the-art user assistance and innovative end user support for our apps, such as how-to videos.

In your role as an (junior) information developer, you will:
• Create multi-media user assistance content in English. This includes, for example, product documentation, infographics and videos for applications developed in SAP Hybris Marketing.
• Interact confidently in cross-functional, interdisciplinary teams with developers, product owners, translators and other information developers.
• Review, research and define technical and business terminology and user interface texts.
• Follow people-centric approach of writing to deliver customer-focused, task-oriented documentation.

Education and Qualifications / Skills and Competencies
Required skills
• University degree in technical writing, IT, business studies or a related subject, or a language-based university degree.
• Native English speaker with good communication skills in German or native German speaker with excellent communication skills in English (both verbal and written).
• Self-organized working style.
• Ability to explain complex technical information in a clear and precise manner.
• Ability to work to tight deadlines, deliver on time, and ensure high quality.
• Willingness to acquire extensive product knowledge and learn new skills.
• Team player with excellent interpersonal and communication skills.

Preferred skills
• Knowledge of documentation standards (e.g. DITA).
• Knowledge of documentation tools.
• Experience in producing how-to and/or product feature videos or sophisticated graphics.
• Product knowledge in CRM or Marketing.

Work Experience
This is an entry-level position for upcoming or recent graduates with 0-2 years’ work experience. Even if you only have experience as a working student or intern, we would still love to hear from you!

Your application documents should contain a cover letter, CV, copies of the obtained degrees, references (if available). Please let us know why we should hire you and which would be your earliest possible start date.

Apply here! sap.com/careers

Please note that SAP only accepts applications submitted via our online recruiting system. Individuals with disabilities who require a reasonable accommodation in the job application process should contact HR Direct (Americas: hrdirectamericas@sap.com, APJ: hrdirectapj@sap.com, EMEA: careers@sap.com).