

Ergon, Inc. Information Technology

Manual ID: Information Technology Procedures Manual

Level of Use: Information Use

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Issue Date: January 16, 2026

Revision Date:

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**SAP Delivery Manager Job Profile**

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**Summary of Revisions**

Location	Description of Change
	New Profile

**1.0 Position Title:**

SAP Delivery Manager

**2.0 Nature & Objective:**

A management position in the Information Technology (IT) department with the responsibility to manage defects and enhancements for all of Ergon's SAP environments. The position will work with both consultants and Ergon employees to ensure that:

- Project related defects are appropriately triaged, prioritized correctly, and updated with valid Target End Dates.
- Individuals are tracking towards communicated end dates and updating statuses correctly
- IT Leadership provides accurate Levels of Estimate for incoming change requests
- Change requests are reviewed and prioritized with input from Business Leadership
- Project Management is assigned where necessary to complete work on change requests

**3.0 Reports to:**

Senior Manager SAP Development

**4.0 Position Qualifications:**

- This position requires a Bachelor of Science degree (or equivalent education and/or experience related to computer science and programming)
- 7+ years of experience in project or delivery management, including at least 3 years leading Agile teams.

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- Demonstrated experience managing Agile or hybrid delivery within large-scale enterprise programs (ERP, S/4HANA, or similar).
- Strong understanding of Agile frameworks (Scrum, SAFe, Kanban) and their application within SAP or complex IT environments.
- Proven track record of managing cross-functional teams across multiple time zones or delivery partners.
- Familiarity with SAP project lifecycles (Explore–Realize–Deploy–Run) and typical delivery artifacts.
- Working knowledge of SAP modules, integration touchpoints, and enhancement processes (RICEFW).
- Understanding of key dependencies between functional, technical, data, and testing workstreams.
- Excellent facilitation, coaching, and negotiation skills.
- Strong relationship management with both IT and business stakeholders.
- Ability to translate technical delivery updates into clear, business-friendly communications.
- Decisive, organized, and calm under pressure.
- Bachelor's degree in Information Systems, Computer Science, Business, or related discipline.
- Agile certifications preferred — e.g., Certified Scrum Master (CSM), Professional Scrum Master (PSM II), SAFe Agilist (SA), or PMI-ACP.
- PMP or equivalent project management certification is a plus (for hybrid environments).
- Experience with Jira, Azure DevOps, SAP Solution Manager, or ServiceNow for backlog and sprint management.
- Background in SAP S/4HANA, ECC, or similar ERP transformation projects highly preferred.

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### **5.0 Responsibilities include the following:**

#### **5.1 SAP Delivery Manager**

- Work with Project Managers to deliver the planning, execution, and delivery of sprints and program increments (PIs).
- Work with PMO Scrum Master to coordinate multiple agile teams (functional, technical, data, integration) to ensure alignment with milestones and dependencies.
- Manage delivery scope, capacity planning, and sprint forecasting in partnership with Scrum Master, Product Owners, and Workstream Leads.
- Track and report on delivery progress, including velocity, burn-down, and cumulative flow metrics.
- Facilitate agile ceremonies: sprint planning, daily stand-ups, reviews, retrospectives, and backlog refinement.
- Ensure alignment between Agile delivery and traditional program governance (RAID logs, status reports, milestones).

#### **5.2 Staff Member**

- Complete all work assignments in a timely manner.
- Keep supervisor informed about the status or changes with work activities.
- Consult with supervisor regarding problems or situations outside the scope of your authority.
- Assist with other department functions as time permits.