

Coupa Support Specialist:

About iSteer Technologies:

iSteer's mantra of “**taking the quantum leap**” with “**smarter technology**” solutions, is producing what customers wanted in a fraction of time, with fewer people, less overall cost and getting the product to market when it is still relevant to target customers. We truly believe “technology must not only support our customer's business, but it must advance it at a fasterpace”. At iSteer (ISO 27001:2013 certified), we enable our customers, achieve a competitive advantage with technology solutions and products that are derived from decades of cross-industry experience and technology expertise. iSteer helps transform the business of several global enterprises with their technology needs across industries.

We provide **Digital Integration, Data Engineering and connect enterprises by providing Robotic Process Automation, IOT, Cloud, and AI solutions**, through our world-class product engineering expertise, our products like AppSteer make it easier to transform businesses digitally. We have exponentially grown our operations across the globe with 250+ employees at our offices in **India, Singapore, United States, Canada and Dubai**. Our expansion globally has always been a remarkable difference and delivers key results to our customers. Our renowned partners are Workato Platinum Partner, TIBCO Gold Partner and Dell Boomi. Life at iSteer, where a fine line of young and experienced minds leads into the infinite opportunities in the digital era.

At iSteer, we make sure that talent meets technology in a culture which is driven by knowledge and growth. Being a part of iSteer makes you a stakeholder of achievements which will turn your latent potential into a success story. It is also enabled by excellence into our culture which encourages individual development, embraces an inclusive environment, rewards innovative excellence and supports our communities.

Why join us?

- Competitive salary + benefits
- We value work-life balance and encourage taking vacations
- Excellent leadership and an outstanding network of individuals
- On-going regular training Pick up certifications sponsored by iSteer.
- Know more about us and follow us @ <https://isteer.com/>.

Coupa Support Specialist:

We are seeking a detail-oriented **Coupa Support Specialist** with a minimum of **2 years of hands-on experience** in Coupa Procurement. In this role, you will be responsible for supporting daily procure-to-pay (P2P) operations—including the creation and management of Purchase Orders (POs), requisition processing, vendor enablement, and providing real-time operational troubleshooting when internal teams or vendors run into issues.

Key Responsibilities

- **Procurement & PO Management:**
 - Support end-to-end creation, approval routing, and dispatch of **Purchase Orders (POs)** and Purchase Requisitions in Coupa.

- Assist users with catalog management, non-catalog requests, and receiving goods/services.
- **User Support & Troubleshooting:**
 - Act as the primary point of contact for internal staff across departments for day-to-day Coupa assistance and troubleshooting.
 - Resolve approval chain issues, requisition errors, and invoice-matching discrepancies.
- **Supplier Enablement & Vendor Support:**
 - Onboard and assist vendors with the **Coupa Supplier Portal (CSP)**, invoice submission, and PO confirmation.
 - Maintain accuracy across supplier master records and catalog items.
- **Reporting & Process Improvement:**
 - Create custom Coupa reports and views to track open POs, pending approvals, and spending trends.
 - Train and guide team members on standard P2P workflows and Coupa best practices.

Qualifications & Experience

- **Experience:** Minimum **2+ years** of direct experience supporting and maintaining Coupa Procurement modules.
- **Core Competencies:**
 - In-depth understanding of the **Procure-to-Pay (P2P)** lifecycle, approval chains, and 3-way invoice matching.
 - Practical experience managing the **Coupa Supplier Portal (CSP)** and vendor communication.
 - Ability to configure user roles, views, and basic approval workflows in Coupa.
 - Coupa configuration for custom fields, forms and UI layouts.
- **Soft Skills:**
 - Strong problem-solving mindset and patience when assisting non-technical users.
 - Clear oral and written communication skills for cross-functional collaboration.

Nice to Have

- Coupa Platform Certification (e.g., Coupa Procurement Certified).
- Experience with ERP integrations (e.g., Coupa integrated with NetSuite, SAP, or Workday).

Why Join Us?

- Collaborative and innovative work environment.
- Competitive remuneration package.

If you are passionate about integration and thrive in a dynamic, fast-paced environment, we encourage you to apply and be part of our journey to create impactful solutions for our clients.