thyssenkrupp Uhde India Private Limited

Notice

Subject: Vacancy for IT service expert – Supporting applications
(SAS02) – IT tools,

The role & responsibility along with the eligibility criteria are mentioned below:

IT service expert – SAS02) IT tools:

Functional Role:
- Continuous development of IT Tools including selection, deployment, configuration, maintenance and retirement.
- Support in the definition and enforcement of standards for tool usage, integration, and governance across the enterprise globally.
- Execution and professional evaluation of configuration adjustments, including quality assurance.
- Contribute to the evaluation of new tools and technologies to enhance IT productivity and user experience.
- Maintain central repository of tool documentation, configurations and usage guidelines
- Execution of tool upgrades, patching and change management processes.
- Work closely with Infrastructure, security, applications and user support teams to ensure seamless integration and interoperability of tools
- Ensure data quality and maintenance of structure-relevant information within the supported IT tools.
- Assist in the definition and monitoring of KPIs.
- Given the global matrix IT organization and the associated international service teams you will be reporting to different Uhde stakeholders:
    - Functional: IT service leader
    - Disciplinary: Leadership located in India.
- You report service-specific KPIs and overall status to your respective IT service leader.
- Executing project management tasks for small and medium-sized projects.

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Eligibility:

Qualification: Engineering Graduate – IT, Computer Science
Experience: 3 + years of experience

Experience:
- Experience in delivering IT services related to the specific service topic.
- Experience with enterprise IT tools such as Helix, Jira, monitoring & logging platforms, collaboration tools, etc.
- Knowledge of tool integration, APIs, scripting, automation.
- Familiarity with common IT methodologies (e.g. ITIL processes).
- Project Management and Stakeholder engagement skills.
- Analytical mindset with focus on service quality and operational efficiency.
- Excellent communication and documentation skills.
- Support, guide and training of junior experts.

Competencies:
- Expertise in prevalent IT tools associated applications and platforms.
- Experience with ITIL framework (certification preferred).
- Familiarity with device security, encryption and compliance frameworks.
- Strong communication & stakeholder engagement skills.
- Analytical mindset with a focus on service quality and user satisfaction.
- Ability to manage vendors and third-party service providers effectively.

Future Prospects:
Position will have high level of exposure to multiple domains and business areas including interaction with internal and external stakeholders resulting in holistic development for senior roles in the future.