

## Notice

BU thyssenkrupp Uhde

Subject: Vacancy for IT service leader –  
Computing power CPS01) – Microsoft collaboration services  
Mumbai

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

### **IT service leader – CPS01) Microsoft collaboration services:**

#### **Functional Role:**

- Lead the provisioning, maintenance and continuous improvement of Microsoft collaboration services.
- Lead operations around Microsoft products such as SharePoint, Teams and Power Applications (e.g., PowerBI) for efficient and reliable service provisioning.
- Ensure close alignment with end-users to identify and implement functional improvements continuously.
- Compliance with regulatory and internal policies.
- Continuously monitor performance and user feedback to identify opportunities for improvement.
- Ensure collaboration functionalities comply with security policies & standards and collaborate closely with other IT service clusters and units to ensure optimal end user experience and business value.
- Maintain documentation and audit readiness for collaboration tools and associated data sets and documentation.
- Support business with providing Microsoft collaboration services for new projects, construction sites, expansions, re-locations.
- Manage relationship with 3<sup>rd</sup> parties such as software vendors.
- Given the global matrix IT organization and the associated international service teams you will be reporting to different Uhde stakeholders:
  - Functional: IT service owner
  - Disciplinary: Leadership located in India.
- You report service-specific KPIs and overall status to your respective IT service owner.
- Support the IT service owner of user device services with financial reporting and budgeting activities.
- You are responsible for leading and coordinating tasks of IT service experts.



## **thyssenkrupp Uhde India Private Limited**

### **Eligibility:**

Qualification: Engineering Graduate – IT, Computer Science  
Experience: 10 + years of experience

### **Experience:**

- Strong expertise in Microsoft product portfolio and associated functionalities.
- Experience configuring these products according to different IT and business requirements.
- Associated certification(s) preferred.
- Proficiency in monitoring and improving IT service performance.
- Strong analytical, trouble-shooting and decision-making skills.
- Excellent communication and stakeholder engagement abilities.

### **Competencies:**

- Strong expertise in IT applications and systems (focus on Microsoft) and associated market trends and products.
- Experience with ITIL framework (certification preferred), Six Sigma.
- Proven ability to lead cross-functional and cross-regional teams.
- 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.

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