**thyssenkrupp Uhde India Private Limited**

Notice

Subject:  Vacancy for IT service leader –SAP applications (SAP01) –
          AMS & operations,

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

**IT service leader – SAP01) AMS & operations:**

**Functional Role:**
- Lead the global SAP AMS operations including incident resolution, service requests, problem management and enhancements.
- Ensure adherence to SLAs, KPIs, and compliance standards across all SAP modules (eg: FI/CO, MM, SD, HCM, SuccessFactors, etc).
- Oversee day-to-day SAP system operations including monitoring, performance tuning, and job scheduling.
- Coordinate with infrastructure teams for system availability, backups and disaster recovery.
- Ensure timely execution of transports, patching, and upgrades.
- Manage relationships with AMS partners and external vendors to ensure quality and timely service delivery.
- Collaborate with business stakeholders to understand operational needs and translate them into SAP support solutions.
- Drive automation and process optimization within SAP operations.
- Identify recurring issues and implement preventive measures.
- Ensure compliance with internal controls, audit requirements, data protection regulations and regulatory requirements.
- Maintain documentation for operational procedures, configurations, and support workflows.
- 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 Industrial Solutions (India) Private Limited**


**Eligibility:**

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

**Experience:**

- Experience in managing SAP AMS in a global or multi-country environment
- Strong understanding of SAP S/4HANA modules and architecture
- Experience with SAP Solution Manager, monitoring tools, and job scheduling platforms
- Familiarity with SAP basic operations and integration with non-SAP systems
- Proven ability to lead global support teams and manage third-party vendors
- Strong analytical, problem-solving, and decision-making skills
- Excellent communication and stakeholder engagement abilities
- Ability to work under pressure and manage multiple priorities

**Competencies:**

- Strong expertise in SAP and associated applications and platforms.
- Experience with ITIL framework (certification preferred), Six Sigma.
- Familiarity with device security, encryption and compliance frameworks.
- Proven ability to lead cross-functional and cross-regional teams.
- 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.