thyssenkrupp Uhde India Private Limited

Notice

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

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

IT service leader – SAS02) IT tools:

Functional Role:
- Own the lifecycle of IT Tools including selection, deployment, configuration, maintenance and retirement
- Define and enforce standards for tool usage, integration, and governance across the enterprise globally
- Evaluate new tools and technologies to enhance IT productivity and user experience
- Maintain central repository of tool documentation, configurations and usage guidelines
- Lead 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
- Act as a liaison between tool vendors and internal stakeholders
- Ensure compliance and audit readiness
- Define and monitor KPIs
- Support business with providing simulation and calculation functionalities for new projects, construction sites, expansions, re-locations.
- Manage relationship with 3rd 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.

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Eligibility:

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

Experience:
- Experience in leading and managing global operational teams
- Strong experience with enterprise IT tools such as Helix, Jira, monitoring & logging platforms, collaboration tools, etc
- Knowledge of tool integration, APIs, scripting, automation
- Familiarity with ITIL processes, Six Sigma and Service management frameworks
- Strong Project Management and Stakeholder engagement skills
- Ability to lead cross-functional, cross-cultural teams and drive tool adoption
- Analytical mindset with focus on service quality and operational efficiency
- Excellent communication and documentation skills
- Support, guide and training of service experts

Competencies:
- 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.