

thyssenkrupp Uhde India Private Limited

Notice

Business Unit Uhde

Subject: Vacancy for IT service expert –
Supporting applications (SAS01) – Business tools,

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

IT service expert – SAS01) Business tools:

Functional Role:

- Continuous development of business 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.
- Contribute to the evaluation of new tools and technologies to enhance business 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 business 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 business tools and platforms to enable and improve collaboration.
- 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 business 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.