

thyssenkrupp Uhde India Private Limited

Notice

Business Unit Uhde

Subject: Vacancy for IT service expert – Supporting applications
(SAS03) – Supporting HR processes,

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

IT service expert – SAS03) Supporting HR processes:

Functional Role:

- Continuous development and optimization of HR-related IT applications.
- Execution and evaluation of configuration adjustments, including quality assurance.
- Coordination and prioritization of incoming requirements and support requests in close collaboration with the business unit.
- Creation and regular updating of user-oriented documentation, training materials, and guides.
- Execution of tests during system changes (e.g. updates, new features, or system migrations).
- Analysis of disruptions and escalation within HR-related IT applications.
- Ensure data quality and maintenance of structure-relevant information within HR-related IT applications.
- 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.

thyssenkrupp Industrial Solutions (India) Private Limited

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 HR-related tools.
- Knowledge of tool integration, APIs, scripting, automation.
- Understanding of IT service operations.
- 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.
