thyssenkrupp Uhde India Private Limited

Notice

Subject: Vacancy for IT service leader –User support services 01
                    (USS01) – User device services,

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

IT service leader – USS01) User device services:

Functional Role:
- Lead the global strategy and operations for user device provisioning, maintenance and lifecycle management.
- Define and enforce standards for hardware, software and configurations across regions.
- Ensure compliance of IT policies, standards and regulatory requirements.
- Manage desktop technical service (image roll-out), end user & authentication management, user device add-on management services, M365 support services, updates/upgrades, patching and retirement processes.
- Monitor performance metrics and user feedback to drive continuous improvement.
- Evaluate and implement modern device management solutions.
- Stay abreast of emerging technologies and recommend innovative solutions.
- Work closely with service desk, infrastructure, security and application teams to ensure seamless device integration and support.
- Maintain documentation and audit readiness for device related processes.
- 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:

- You have practical experience with managing and delivering end user-related IT applications and services.
- You are experienced with applying leading IT service methods and concepts (e.g., ITIL, Six Sigma, PMP).
- You have solid experience with IT service provisioning within a global IT organization. You have experience with leading global teams through efficient assignment of tasks and responsibilities, as well as performance evaluations as a basis for employee development.
- The position / grading will be assigned according to your overall experience.
- You have practical experience with covering various types of stakeholders (e.g., end-users in business departments).
- You have experience with IT budgeting, controlling, and planning.
- You have experience with planning and implementing organizational changes within a global organization to support strategic business goals.
- Basic knowledge and insights into end user- and ITSM-related software and platforms (e.g., BMC Helix) are an additional benefit.

Competencies:

- Strong expertise in IT Service Management and endpoint management tools.
- Knowledge of Windows, iOS, Android 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.