

thyssenkrupp Uhde India Private Limited

Notice

Business Unit Uhde

Subject: Vacancy for IT service expert - User helpdesk services
Mumbai

We are pleased to announce the vacancy for the following role and related criteria as mentioned below:

IT service expert – (USS03) User helpdesk services:**Functional Role:**

- Provide helpdesk services (2nd and 3rd level support activities) within a global organization and represent this IT service unit to various stakeholders.
- Self-responsibly execute the analyses, prioritization and processing of complex tickets, including support with suitable forwarding to ensure efficient operations and continuity of global IT operations.
- Close coordination with specialist departments and support units to improve processing quality and speed.
- Coordination of escalation processes for critical / major tickets and incidents.
- Identification of improvement opportunities in ticket content, lifecycles processes, and knowledge base entries, and communication to responsible parties.
- Independent assessment and management of complex incidents, considering operational impact.
- Independent classification of major incidents and coordination of necessary escalations.
- Provide end-to-end user helpdesk services and ensure service quality, availability and responsiveness.
- Improvement of data quality in the internal knowledge base (CMDB) to increase first-level resolution rates to continuously support with the sustainable and systematic improvement of global IT helpdesk services within the organization.
- Constantly monitor and provide reporting on applicable KPIs to reflect IT service quality and performance (e.g., processing time, compliance with ITIL processes).
- Derive suggestions to consistently improve quality of IT service provisioning.
- Manage provisioning of VIP support, Walk-In-Center and Field Services in all locations.
- Support the implementation and operations of the global ITSM platform (BMC Helix).

Eligibility:

Qualification: Engineering graduate – IT, Computer Science

Experience: 5 – 10 years of experience

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Experience:

- Expertise in provisioning IT helpdesk and support services.
- Proficiency in managing clients and users.
- Strong analytical and decision-making skills.
- Excellent communication and stakeholder engagement abilities.

Competencies:

- Expertise in data handling, analysis and reporting.
- General knowledge regarding the ITSM platform “Helix” by BMC preferred – general knowledge regarding alternative ITSM platforms mandatory.
- Experience with applicable controlling, risk and QM terms and methodologies.
- Advanced knowledge in commonly used applications for controlling, risk and quality management (especially Microsoft Excel).
- Understanding of IT service operations / IT service management within a global setting.
- Strong communication and stakeholder engagement skills.
- Customer-oriented mindset with focus on service quality and user satisfaction.

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.