

## thyssenkrupp Uhde India Private Limited

### Notice

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Subject: Vacancy for IT service owner – User support services,

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

### **IT service owner – USS) User support services:**

#### **Functional Role:**

- Take over responsibility for and lead the IT service cluster user support services to provide, maintain and continuously improve service provisioning for end-users at global scale.
- Lead global teams of IT service leaders and experts to ensure reliable and cost-efficient service delivery.
- Support the head of IT to plan and support resource allocation and recruiting activities.
- Drive standardization and harmonization of support processes across geographies.
- Own the full lifecycle of user support services including user device services, ITSM enablement & lifecycle services, and user helpdesk services
- Lead continuous improvement initiatives to enhance service quality and efficiency
- Implement ITIL based best practices and ensure compliance with governance and security standards
- Manage Vendor relationships and outsourced support teams where applicable
- Mentor regional service leaders
- Build and lead a high performing global team
- Communicate & collaborate effectively within the global IT team and with business stakeholders to ensure integrated service delivery.

#### **Eligibility:**

Qualification: Engineering Graduate – IT, Computer Science

Experience: 15 + years of experience

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### **Experience:**

- Proven experience in managing global IT support services in a large enterprise.
- Strong knowledge of ITIL framework, Six Sigma.
- Familiarity with modern workplace technologies (M365, Collaboration tools, End point Management, etc).
- Strategic thinker with strong execution capabilities.
- Ability to lead cross-cultural teams and manage change in a complex environment.
- Strong analytical and decision-making skills.
- You are experienced in planning and implementing organizational changes within a global organization to achieve strategic business goals.

### **Competencies:**

- Leadership skills in a global context and a strategic mindset to develop an IT organization.
- You are willing to learn and adopt new technical and management skills.
- You work pro-actively closely together with colleagues to identify and execute the best solutions.
- You are flexible and open to working in a globalized IT organization which includes travelling and strong collaboration within global teams.
- Your verbal and written communication skills are proficient.

### **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.

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