thyssenkrupp Uhde India Private Limited

Notice

Subject: Vacancy for IT service expert – Network (NWS01) – Printer,
                  telecommunication & media services

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

IT service expert – NWS01) Printer, telecommunication & media services:

Functional Role:
- Operational responsibility for the stable, secure, and high-performance operation of central infrastructure services in the area of printing, telecommunication, and media services.
- Execution of installations, configurations, and adjustments to printing systems and telephony/conferencing solutions.
- Planning, coordination, and monitoring of printing solutions operations, including maintenance, troubleshooting, and system availability.
- Whenever feasible and economically viable, assist in the initiation of upgrades and modernization of device landscape.
- Ensure compliance and audit readiness.
- Participation in the definition and monitoring of KPIs.
- Support business with providing collaboration and conferencing functionalities for new projects, construction sites, expansions, re-locations.
- Support in the management of relationship with 3rd parties such as software and hardware vendors.
- 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:
- Strong experience with conferencing and collaboration features.
- 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:
- Experience with ITIL framework (certification preferred).
- Familiarity with security standards applicable to collaboration and conferencing devices.
- 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.