

thyssenkrupp Uhde India Private Limited

Notice

Business Unit Uhde

Subject: Vacancy for IT service expert –Computing power CPS01) –
Microsoft collaboration services

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

IT service expert – CPS01) Microsoft collaboration services:

Functional Role:

- Operational responsibility for the provisioning, maintenance and continuous improvement of Microsoft collaboration services.
- Operational responsibility for operations around Microsoft products such as SharePoint, Teams and Power Applications (e.g., PowerBI) for efficient and reliable service provisioning.
- Ensure close alignment with end-users to identify and implement functional improvements continuously.
- Compliance with regulatory and internal policies.
- Continuously monitor performance and user feedback to identify opportunities for improvement.
- Execution of all necessary activities to ensure collaboration functionalities comply with security policies & standards and collaborate closely with other IT service clusters and units to ensure optimal end user experience and business value.
- Maintain documentation and audit readiness for collaboration tools and associated data sets and documentation.
- Support business with providing Microsoft collaboration services for new projects, construction sites, expansions, re-locations.
- Assist to the management of relationship with 3rd parties such as software 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:

- Expertise in Microsoft product portfolio and associated functionalities.
- Experience configuring these products according to different IT and business requirements.
- Associated certification(s) preferred.
- Proficiency in monitoring and improving IT service performance.
- Strong analytical, trouble-shooting and decision-making skills.
- Strong communication and stakeholder engagement abilities.
- Familiarity with vendor management.

Competencies:

- Expertise in IT applications and systems (focus on Microsoft) and associated market trends and products.
- Experience with ITIL framework (certification preferred).
- Strong communication and stakeholder engagement skills.
- Understanding of IT service operations / IT service management.
- Analytical mindset with a 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.
