

thyssenkrupp Uhde India Private Limited

Notice

Business Unit Uhde

Subject: Vacancy for IT service expert – IT excellence (ITE04) –
Customer contract IT advisory,

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

IT service expert – ITE04) Customer contract IT advisory:

Functional Role:

- Identification and assessment of customer-specific needs for software, hardware, and IT services.
- Development of a detailed target design to meet customer-specific IT requirements, in collaboration with other IT service clusters / based on the existing IT service catalog.
- Support business by providing contract advisory services in the sales, execution and orchestration phase.
- Compliance with regulatory and internal policies.
- Continuously monitor customer contract IT advisory activities and derive necessary actions to maximize return on investments.
- Execution of all necessary activities to ensure customer contract IT advisory services comply with security policies & standards and collaborate closely with other IT service clusters and units.
- Maintain documentation and audit readiness of customer contract IT advisory services.
- Regular coordination with the sales team.
- 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 prevalent IT contract advisory methodologies and concepts.
- Associated certification(s) preferred.
- Knowledge in hardware, software, and infrastructure methodologies.
- Strong analytical, trouble-shooting and decision-making skills.
- Strong communication and stakeholder engagement abilities
- Familiarity with vendor management.

Competencies:

- Expertise in **hardware, software, and infrastructure** and associated market trends and products.
- Knowledge of **IT contract advisory methodologies and concepts**.
- Experience with ITIL framework (certification preferred).
- Familiarity with device security, encryption and compliance frameworks.
- Strong communication and stakeholder engagement skills.
- 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.
