

Colgate Global Business Services

Global Information Technology

1. GSSO

Requirement :

- Good Interpersonal skills in looking after business counterparts, understanding the requirements and advice on the right solution design.
- Strong functional knowledge of different modules of SAP is added advantage
- Understanding of global business processes in an SAP environment
- Experience in developing reports in SAP is desirable
- Ability to adapt and work effectively with a variety of changing individuals, groups, situations, geographies, requirements, and technologies

Business Impact: Ensure that business issues are addressed, prioritized and resolved in time. Develop new solutions, implement new technology without impacting existing functionality.

Internal and External interactions:

- Partner with Global development and Global Support organization
- Project Teams
- Global IT Organization
- External Consultants

ROLE : This role will involve working with business analysts to understand needs and then developing the solution which entails planning, design, development and maintenance of our data repositories, pipeline and analytical solutions. The ideal candidate is self driven and looking to build high quality tools to provide actionable insights to our business partners to facilitate data-driven decision making. The candidate needs to be a self-starter - eager to learn new technologies, extract insights and value from data and how to leverage technology to deliver those insights. The candidate should also have an interest in analytics, focus on customer experience and design and intuitive visualization to ensure business users are getting the most from delivered tools

Specific Responsibilities - Major position responsibilities include but are not limited to the following:

- You are excited at the prospect of leveraging technology to solve complex data problems
- Build data applications on SAP BI/BW, HANA & Google cloud platform
- Design, develop, and maintain a world class data warehouse and analytics architecture to meet business analysis, reporting needs, and data science initiatives
- Work directly with supply chain business users and data scientists to assist in project analysis
- Participate in the development and maintenance of ETL jobs and data pipelines to aggregate data from various on premise, cloud platforms & external data sources
- Design and develop data marts for consumption by analytics tools and end users
- Develop code standards, guidelines to manage and ensure data quality and integrity
- Optimize and scale data warehouse and data processing infrastructure
- Evaluate new technologies and constantly work towards continuous improvements in data engineering, our platform, and the organization

QUALIFICATION :

- Bachelor's degree required, Graduate degree in Computer Science, Statistics, Informatics, Information Systems or another quantitative field is preferred
- At least 1 year of experience in SAP data warehousing & analytical tools like Tableau etc.
- Demonstrates ability in data modeling, ETL development, and Data warehousing

- Knowledge of data management fundamentals and data storage principles
- Experience with Python/Javascript or similar programming languages
- Working SQL knowledge and experience working with relational databases, query authoring (SQL) as well as working familiarity with a variety of databases.
- Experience building and optimizing "big data" data pipelines, architectures and data sets.
- Experience performing root cause analysis on internal and external data and processes to answer specific business questions and identify opportunities for improvement.
- Experience with data warehousing platforms/storage platforms such as SAP BW/HANA
- Experience with SAP data extractors, SAP Integration tools like SLT, SDI & understanding of Supply chain processes is preferred
- Experience with cloud data warehousing/Big data environments like Snowflakes, Bigquery, Google cloud storage etc is a plus
- Experience with object-oriented/object function scripting languages: Python, Java, etc.
- Experience with data pipelines and streaming frameworks such as Pubsub, Spark, Airflow, Kafka etc
- Experience with RDBMS; NoSQL experience also encouraged
- Ability to embrace, learn, and apply new technologies and tools
- Familiarity with agile software development methodology
- Ability to communicate well with both technical and non-technical teams

2. **APSSO :** The APSSO Analytics and Marketing team is responsible for developing , implementing and supporting IT solutions for Colgate and Hill's sites in Asia Pacific. The team supports multiple technologies on SAP BI 7.5 , Data Service , Tableau , Domo , Cloud Warehousing solutions like Snowflake , Google Cloud Platform elements like Big Query , Data Studio , SQL & NoSQL databases like MongoDB , scripting languages like Python , R. Looking for a savvy Data Engineer to join our growing team of analytics experts. Data Engineers will be responsible for expanding and optimizing our data and data pipeline architecture, as well as optimizing data flow and collection for cross functional teams. The ideal candidate is an experienced data pipeline builder and data wrangler who enjoys optimizing data systems and building them from the ground up.

Purpose & Accountability:

- The APSSO BI position is responsible for supporting & developing IT solutions for Asia Pacific Business to support both Direct and Indirect Trade.
- The candidate requires close liaising with Business and with Internal GIT teams.
- Identify and implement improvements resulting in increased operational and business efficiency.
- The candidate will support our software developers, data analysts and data scientists on data initiatives and will ensure optimal data delivery architecture is consistent throughout ongoing projects.
- They must be self-directed and comfortable supporting the data needs of multiple teams, systems and products. The right candidate will be excited by the prospect of optimizing or even re-designing our company's data architecture to support our next generation of products and data initiative

Key Responsibilities:

- Should have good BI skills to provide robust solution looking at global practice, identifying test scope & perform testing & maintain technical documentation
- Incase of cross functional projects should be able to understand BI integration with other applications
- Should be good at Project Planning and coordinate with different stakeholders
- Drive Workshops to understand business requirement & analyze technical solution
- Keep stakeholders (Business & IT) informed through regular connect or meeting

- Create and maintain optimal data pipeline architecture,
- Assemble large, complex data sets that meet functional / non-functional business requirements.
- Identify, design, and implement internal process improvements: automating manual processes, optimizing data delivery, re-designing infrastructure for greater scalability
- Build the infrastructure required for optimal extraction, transformation, and loading of data from a wide variety of data sources
- Assist with data-related technical issues and support their data infrastructure needs.
- Create data tools for analytics and data scientist team members that assist them in building and optimizing our product into an innovative industry leader.
- Work with data and analytics experts to strive for greater functionality in our data systems.

Key Relationships:

- Business- Hub & Subsidiaries Divisions and Global
- Global IT Organization

Experience:

- He / She should be a good communicator to be able to coordinate with different stakeholders. Should be good in Planning, Prioritizing & Influencing and Negotiation and Effective execution skills..
- He / She should have good experience in Google Cloud Platform services , visualization tools like Domo , Tableau , Data Studio ,cloud warehousing solutions like Snowflake , exposure to GitHub , data vaults etc.
- He/she should have deep knowledge of BW Modelling, ETL Process, performance optimization, Data Load Monitoring.
- He / She should be a Team Player.
- Working SQL knowledge and experience working with relational databases, query authoring (SQL) as well as working familiarity with a variety of databases.
- Experience building and optimizing 'big data' data pipelines, architectures and data sets.
- Experience performing root cause analysis on internal and external data and processes to answer specific business questions and identify opportunities for improvement.
- Strong analytic skills related to working with unstructured datasets.
- Build processes supporting data transformation, data structures, metadata, dependency and workload management.
- A successful history of manipulating, processing and extracting value from large disconnected datasets.
- Experience supporting and working with cross-functional teams in a dynamic environment.
- They should also have experience using the following software/tools:
 - Experience with relational SQL and NoSQL databases: MongoDB, Neo4j, etc
 - Experience with cloud services: GCP, AWS, etc
 - Experience wi

3. GIO-ESC-ESC Production Control

Purpose & Accountabilities:

In ESC - Enterprise Production Control we are responsible for ensuring the effective operation of the systems environment through basic monitoring & L1/L2 troubleshooting of the global infrastructure, SAP Basis & Systems (AIX/Linux, windows). In addition we ensure the resolution and/or blocking issue of production incidents.

Key Responsibilities:

- You will need to ensure all monitoring is consistent for the Infrastructure of the ESC for system reliability.
- Take corrective majors to resolve incidents to ensure performance and preventing any impact to the business.
- Work with Network Administrators, System Administrators, SAP Basis Administrators, application owners and other technical staff to ensure procedures are followed and resolution of incidents.
- Keep team leaders and managers informed about incidents and pending items.
- Ensure all critical incidents are communicated to senior management.
- Documentation of all incidents through ticketing system.
- Build and verify procedural documentation for future reference and increased learning capacity of the Production Control Team and involved ESC teams.
- Available to cover Production Control departments 24x7 shift schedule including shift work, weekends, and holidays.
- Perform first and second level troubleshooting support for all ESC systems including Oracle, DB2, AIX, Windows and SAP to ensure the Colgate business is not impacted.
- Perform daily operations such as Tape Backups/Vaulting, SAP OSS connections, NOI alert monitoring, Incident Management, critical metric recording, System Recycles, Printer setups and other required activities.
- Perform daily, weekly and month end procedures in line with schedule.
- Keep all Production Control staff members up-to-date regarding incidents and outstanding items by updating and communicating shift turnover.
- Execution of program changes to SAP systems using the SAP CHARM system (transport management) and standard SAP STMS transaction. i.e. transports
- Set up basic SAP job scheduling in Workload Control Center (Autosys) as requested by SSO's and Global Development teams
- Startup and shut down of SAP services, AIX, windows systems, and various applications services like web services and windows services when required such as during monthly maintenances
- Knowledge of cloud environment is an added advantage

Key Relationships:

- Project Teams
- Global Infrastructure Team
- Global IT Organization
- Application Teams

Experience:

- 1+ years' experience in Data Center operations or IT related field.
- Excellent verbal and written communications skills and ability to coordinate with different partners and team members worldwide.
- Flexible for shifts working including morning, weekends and holidays
- Basic skills of SAP basis which includes HANA, AIX, LINUX, and windows based operating systems, Autosys and related tools, expertise of JIL code programming, networking technologies, IBM monitoring tools
- Should have experience and elevate the problem solving and troubleshooting skills
- He / she should be a great teammate with an ability to work with multi-functional teams.
- Hands-on issue troubleshooting experience with DB2/ HANA / Networking / System Administration
- Be a self-starter and possess a self-learning attitude

4. [WCS](#) : Workspace and Collaboration Services

Main Responsibilities : Collaboration Team

- Explore new technologies like Google App engine, Appscript, AO docs, Google workspace, chrome addons and extensions,Python etc.
- Helping the team with the automation tasks using google appscripts and apis
- Creating workflow applications using aodocs
- Migrating lotus notes applications to aodocs
- Understand business requirements and enhance applications if required in line with agreed Time frames, Business Requirements and Global Standards
- Enhancing chatbots using kore platform
- Applying conceptual knowledge of business processes and technology to solve complex business processes and procedural problems

Leadership Competencies : Teamwork and Collaboration:

Fostering an environment that values teamwork and sharing of ideas, work and other things

Functional Competencies : Problem Solving:

Ability to consider multiple dimensions of a problem (business, technology, resources, timing, interdependencies, etc.) in order to come up with an optimal solution that positively impacts all stakeholders

Main Responsibilities : ADS Team

- Assist with troubleshooting issues and provide technical support
- Lend IT support in areas such as application virtualization and End point management
- Support team in Monthly maintenance, change process, and other systems configuration
- Knowledge on analytical reporting
- Ensure all critical incidents are communicated to senior management.
- Documentation of all incidents through the ticketing system
- Build and verify procedural documentation for future reference and increased learning capacity within team
- Perform First and second level troubleshooting support for all application virtualization and Endpoint management systems.
- Maintain a professional manner and appearance in the workplace at all times

Functional Competencies :**Problem Solving:**

- Strong communication, organization, and analytical skill
- A strong commitment to excellence and to personal and professional growth
- Basic knowledge of installation and maintenance of windows operating systems
- Ability to adapt to new work environments quickly
- Fast Learner
- Demonstrate the ability to problem solve and collaborate with the team on how to identify root cause for issue resolution
- Basic knowledge of endpoint management and Application virtualization technologies and capabilities

Leadership Competencies : Teamwork and Collaboration:

Fostering an environment that values teamwork and sharing of ideas, work and other things

Equal Opportunity Employer

Colgate is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation,

national origin, ethnicity, age, disability, marital status, or any other characteristic protected by law.