

**Job Title : Assistant Manager Application Maintenance and Deployment (SAP PLM)****Work Location : Bangalore****ABOUT UNILEVER:**

Be part of the world's most successful, purpose-led business. Work with brands that are well-loved around the world, that improve the lives of our consumers and the communities around us. We promote innovation, big and small, to make our business win and grow; and we believe in business as a force for good. Unleash your curiosity, challenge ideas and disrupt processes; use your energy to make this happen. Our brilliant business leaders and colleagues provide mentorship and inspiration, so you can be at your best. Every day, nine out of ten Indian households use our products to feel good, look good and get more out of life – giving us a unique opportunity to build a brighter future.

Every individual here can bring their purpose to life through their work. Join us and you'll be surrounded by inspiring leaders and supportive peers. Among them, you'll channel your purpose, bring fresh ideas to the table, and simply be you. As you work to make a real impact on the business and the world, we'll work to help you become a better you.

**ROLES & RESPONSIBILITIES**

- Leading the team of application support and deployment for SAP PLM and other critical applications, (Regulatory Affairs) ensuring the operational KPIs are met
- Managing Service Operations for critical applications along with regular connects with other platforms and business owners.
- Interface and business partner with various stakeholders within Unilever like Digital R&D, DevOps, Enterprise Architect, Landscape and Service Delivery and Other PLM interface teams.
- Experience working in SAP would be an added advantage
- Driving initiatives to reduce the ticket inflow to the application support team by analysing the gaps into the business process
- Manage hiring and communication with IT vendor to set up the application support team and manage onboarding and off boarding of team members
- Driving the projects to automate various business process to reduce the effort put in by application support team
- Planning and setting up the application support for the new applications/ services going live in R&D IT team
- Managing the transition of Application management services from one vendor to the other as a part of vendor consolidation exercise
- Good interpersonal skills, and ability to work in a cross-functional global organization
- Prior experience in team management with strong stakeholder management skills & the ability to work with remote teams
- Manage end-to-end project delivery and work closely with vendors for project planning and execution.
- Ability to communicate effectively with Leadership in all parts of a matrixed organization and be able to drive outcomes

**REQUIRED SKILLS**

- Good understanding & experience over Incident/Problem/Change and SR management
- knowledge and experience working with systems like SAP PLM, ECC, MDM
- Experience managing release and change management
- Good to have knowledge on managing SAAS and PAAS application
- Knowledge of User Experience Optimization and UI modernization initiatives.
- Good knowledge of process/workflow automations initiatives with RPA tools
- Excellent understanding of program and project management

**LEADERSHIP SKILLS**

- Good communication skills with ability to communicate technical concepts to audience with varying level of technical expertise
- Cross-industry, cross-geography, and multi-Time zone teams/stakeholder management
- People management skills. Proven track record of managing/leading small to big scale teams
- Ability to mentor, technically uplift, and motivate teams.