

Job Title :- Manager SAP PLM Devops
Location : Uniops 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.

ABOUT UNIOPS:

Unilever Operations (UniOps) is the global technology and operations engine of Unilever offering business services, technology, and enterprise solutions. UniOps serves over 190 locations and through a network of specialized service lines and partners delivers insights and innovations, user experiences and end-to-end seamless delivery making Unilever Purpose Led and Future Fit.

ROLE SUMMARY

The R&D PLM platform allows efficiently tracking, controlling and managing all information related to complete Global Unilever product portfolio over the entire lifecycle. It has several key functionalities like Specifications, Recipes, Bill of Materials, Labels, Interfaces etc. The PLM implementation is a part of the SAP business suite. The Digital R&D team, Processing team and Supply Chain teams form the main user base of the platform.

DevOps Manager is responsible for designing, delivering and supporting enhancements and innovations onto the platform. She/he is accountable for managing operations in terms of resolving critical problem tickets and defect fixes to ensure seamless experience to the platform users. DevOps Manager is also responsible to engage closely with the business counterparts for user pulse check, in order to identify gaps in expectations and provide systemic solutions from the platform to bridge them.

KEY RESPONSIBILITIES

Delivering value to business- Change requests and innovations

Ensure normal and seamless service operation

Stakeholder management- R&D and platform

Cross-functional and cross-team alignment

Build talent and team

Vendor Management

Budget Management

Delivering value to business

Consistently delivering business value through Change requests, while adhering to release cycles and platform processes

Planning and managing end to end delivery of Change requests while aligning with key stakeholders and other inter and intra platform teams

Ensuring healthy innovation funnel- Ideate, design and deliver innovations

Working on Proof of Concepts for innovations and once successful pitch those ideas to relevant stakeholders to get essential buy-ins

Brainstorm with functional and technical teams for optimal solution design

Seamless Service Operation

Consistently providing L3 support to users via tickets and delivering fixes in the existing design and functionalities
Working with Application Maintenance team as per agreed WoW for overall KPIs, ticket reduction, analysis, fixes and resolutions while maintaining SLA/KPI bounds
Working closely with Regression Testing for scripts coverage and on-time defect closures
Aligning with Release Management team and ensuring process alignment for all deliveries
Supporting Landscape Team during platform upgrades or changes and agreement for any infrastructure requirement

Stakeholder Management

Working closely with Business SMEs to build user friendly solutions and drive adoption
Engaging with platform managers and seeking timely support
Serving as the interface between platform and Digital R&D for deliveries

Cross-functional and cross-teams alignment

Aligning with other functional teams within PLM for support, impact analysis and risk mitigation as and when required
Seeking support from Data team for clean-up activities, user data concerns and Integration team for requirements of new APIs etc.
Working with other UniOps platforms/teams as and when required

Talent and Team

Driving and motivating the team to provide quality deliverables
Upskilling and cross training the team to build the right skillset
Ensure adequate knowledge sharing and skillset retention
Coaching and mentoring team members for their professional development

Vendor Management

Working in a multi-vendor setup and ensuring no friction between resources
Identifying requirement of resources, reaching out to different vendors for suitable profiles, selecting the right candidate after resume filtering and interview process
Planning and arranging onboarding and off-boarding of resources
Approving Monthly timesheets and invoices

Budget Management

Forecasting and planning for yearly team budget
Tracking actuals against forecast
Ensuring required talent availability in the team and aligning deliveries in accordance to it

KEY REQUIREMENTS

Strong interpersonal skills and ability to lead a multi-vendor team while ensuring timely and quality deliverables
Business awareness, understanding the broader context in which IT delivery has an impact on overall business performance
Understanding of SAP modules and their cloud services
Awareness of platform setup in Unilever and different teams that constitute it
Good understanding of current and emerging technologies, and their potential business impact
Project Planning and Management capability with a sharp eye for risks and pre-emptive measures
Experience working in a global IT organization with multi-sourced and offshore environment
Strong decision-making skills, making decisions with limited information, taking calculated risks
Ability to articulate solution ideas with absolute clarity and influence stakeholders
Excellent presentation and communication skills
Awareness of internal Unilever processes

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e to life. So apply to us, to unleash your curiosity, challenge ideas and disrupt processes; use your energy to make the world a better place. As you work to make a real impact on the business and the world, we'll work to help you become a better you!