

Job Title: Pega Platform SME Manager Location: Bangalore

About us

Unilever is one of the world's leading suppliers of Beauty & Personal Care, Home Care, Foods & Refreshment products, empowering the lives of more than 2.5 billion consumers daily in over 190 countries via 400 plus brands. One of the key pillars that enable Unilever to remain competent, is its strong IT infrastructure powered by a global pool of technology talents. To continue this streak, we are opening positions for passionate individuals who will be part of the world's most successful, purpose-led business and who will be working with brands that are well-loved around the world.

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.

Pega Platform & COE - Strategic Vision

Our team drives innovation and creativity to deliver competitive advantage. Unilever's Pega Platform & Centre of Excellence's (COE) mission is to continually improve cost, service and minimize environmental impact of the multiple vital applications hosted on the platform, by customizing and designing a competitive platform to suit Unilever businesses.

Key Benefits we aim to deliver are:

Lower cost of delivery through standardisation, process harmonisation & scale
Continuous improvement through end-to-end process ownership

The team comprises of data experts and Pega platform specialists to deliver competitive advantage. The team will be instrumental in running systems that will put the value of shared global data at the heart of Unilever's future business growth. We as a team advocate a balanced focus on three areas: People, Process & Technology.

Key operating principles:

Establish ->

Enterprise layer ownership and Governance of standards

Risk free user management

Perform ->

Manage the common platform, security, audit compliance and infrastructure upgrades

Change & release management (Risk & Impact assessment) & Production code moves

Automation initiatives

Incident tracking & resolutions

Reuse ->

Promote reusability, scalability, and configuration

Manage Enterprise Assets

Optimal and enterprise level design recommendations and implementations

Share ->

User enablement programs

Product feature gap analysis forums

Common deliverables as a team:

Pega Platform strategy to support Unilever future fit operations journey.

Drive centralized Pega activities like user enablement & product feature enhancements, platform support management,

Drive centralized platform level Audits support for KFAS applications, support security assessments & Vulnerability controls

Drive automation & process Improvements

User Access Management & Licensing Analysis & Support

Main Purpose of the Job:

Pega Platform SME would have the potential to give optimal design recommendations at an enterprise level and support the varied design and technical support requests coming from all the hosted applications, by partnering with the Product and Project teams to drive reusability and scalability. Pega Platform SME will be responsible to keep the Pega landscape operational all the times, by giving right solutions to incidents and technical issues on the platform. Pega Platform SME will propose solutions to design conflicts and platform incidents, wherever the impact is at an enterprise level.

Pega Platform SME work across a rich cross-cultural environment, across markets to embed a culture to facilitate the vision of Platform and COE team.

This role will require a deep understanding of the performance management processes and how the platform audit and Infosec vulnerability control systems work. Pega Platform SME will own & evolve the platform roadmap and incident fixes to improve the quality of projects and applications hosted on the same.

Key accountabilities:

- Demonstrate advanced knowledge of the Pega Architecture and all Pega design and implementation features

- Act as a Subject Matter Expert to the organization and proactively respond to ad-hoc questions from the team

- Demonstrate leadership ability to back decisions with research and the “why”, and articulate several options, the pros and cons for each, and a recommendation

- Maintain knowledge on latest versions, features, etc.

- Provide thought leadership to clients across business and technical solution dimensions solving complex business requirements.

- Demonstrate forward thinking around where the business is going and how technology can support these efforts.

- Implements flows and harnesses activities and methods according to the overall design and best practice guidelines.

- Work with the Global Analytics Platform team to ensure edge to edge user journeys and best in class User experience

- Passionate about data driven decisions to champion to adoption of ML/AI driven insights into day-to-day decisions.

- Apply Pega application design concepts, case design principles, and best practices on projects

- Analyze requirements, develop application designs, and construct the components of a Pega multi-process applications

Experience and qualifications required:

- The ideal candidate will be a well-rounded technology professional. They will have proven commercial judgment and most importantly, the ideal candidate will enjoy rolling their sleeves up to drive towards outcomes.

- 9 – 11+ years in technology delivery and support with strong technical expertise on Pega platform

- Strong stakeholder management skills & analytics product delivery experience

- Experience building business cases and owning delivery of the projects/programs

- Ability to manage multiple requests and priorities simultaneously in a highly dynamic and competitive market

- Technical guidance on planning and enabling Platform upgrades and managing enterprise level assets

- Liaising with Pegasystems and managing central initiatives (like access management automation, archival)

- Technical guidance for implementing automations and service improvements on the platform

- Deep knowledge of Pega application design concepts, case design principles, and development best practices

- Strong Understanding of System Architecture and Administration concept

- Qualified candidates must also have customer focus, teamwork abilities, superior aptitude for analytical concepts, oral and written communication skills and relationship-building skills.

Leadership Skills

Demonstrates strong "Inner game" and "Outer game"

Passion for high performance – focus to drive execution at speed

Personal drive and ability to inspire and engage others towards action

Agile – intellectually curious, constantly looking to develop, embraces change with sense of urgency and enjoys positively challenging status quo

Credible business acumen – shows understanding of business, commercials, and performance metrics. Has gravitas to effectively influence senior stakeholder within a functional and business context

Brings the voice of the consumer and internal customer into everything they do

A talent catalyst – encouraging collaboration and inclusivity, empowering teams to be their best.