

Job Title : Assistant IT Manager - Transportation

Location : Bangalore

Business Context and Main Purpose of the Job

The role of Asst. Manager IT Business Partnering – Transportation is to partner with Ultralogistics and Distribution Planning teams for factories and depots of business to support / enrich IT capabilities in the areas across all businesses categories and channels. It includes partnering with Global logistics platform and operations teams, working closely with Innovation function of Fusion landscape to land Global and approved local projects. The candidate will be supporting the IT fulfilment lead Supply Chain strategize IT roadmap that fits and helps deliver the business vision for a long term and unlock tactical short-term capabilities. The candidate shall drive a healthy mix of global projects and local innovations powered with an external-in approach and bias for action.

The IT Asst. Manager must understand the plans for technology-centred processes, technological landscape, and business process partners in his/her area of responsibility. He / She will participate in the achievement of these plans and effectively communicate the plans within the business teams.

Key to success is:

- 1) Understanding in depth, supply chain business processes in customer service planning, warehousing, and transportation
- 2) Interfacing into India's ERP landscape, Global IT platforms and Service Lines within the scope of responsibility for effective delivery of IT Services to business
- 3) Establishing valuable vendor partnerships and continuously scanning market for an outside-in view of the Supply chain IT landscape unlocks that are fit for the business requirements.
- 4) Good technology acumen in emerging trends in the market for Digital logistics, transportation digitization, track and trace technology, last mile and middle mile fulfilment operations, analytical solutions.

The role also entails managing a team of business analysts, project managers and functional consultants from different SI partners who will support business in best use of IT and evolution of new capabilities day in day out.

Main Accountabilities

Transportation is a key Supply Chain sub function and comprises critical steps of Order to Cash (O2C), Make to Deliver (M2D) and Procure to Pay (P2P) operations such as shipments planning & execution and freight settlement, primarily interacting with SAP, OTM systems and surrounding applications. In that space, the Transportation SME is responsible for ensuring the business partnering, solutioning and end to end design in adherence to business needs, Unilever stipulated guidelines for application design and service delivery.

The Key role of the IT Asst. Manager is to partner and deliver key IT capabilities in the area of transportation

Key Responsibilities

- Lead Business Engagement in driving clarity of business requirements, high level design, cost and timeline estimates to facilitate the production of high-quality charters

- Assist/Lead during Feasibility and Capability phases for the translation of business requirements into a functional specification and specific work packages for call-off from service design and service introduction functions
- Closely work with Process excellence team & Business Program Managers to get the right support from business on getting the required clarify on business requirements & through UAT execution on all the required business scenarios.
- Support the process excellence team and the Business partners to undertake Transportation innovation projects
- Support the BAU issues and co-ordinate with the Support team and Business stakeholders to ensure the right response & resolution is provided for the issues.
- Support the Global Application Landscape teams and external partners/capabilities for the functional area, driving application convergence as required
- Help ensure agreed changes are correctly integrated with solutions in other functional areas
- Help ensure solution resilience and provide functional expertise on both technical and functional fixes/changes.
- Work with key stakeholders to build and maintain a strong governance process for Innovation to ensure high quality project and programme delivery
- Relationship management with all key business stakeholders, Process Excellence teams, internal IT teams, external 3P vendor partners and innovators.
- Help co-ordinate and manage business IT projects in the ERP including minor enhancements for area of responsibility in an effective and efficient manner, delivering the best possible business value.
- Identify and propose synergies between projects and change requests in similar process areas for more effective delivery.
- Help drive simplification to support the lowest possible TCO for each component in the systems landscape.
- Ensure cross-functional design risks are identified and mitigated proactively
- Understand and interpret IT strategic architecture, ensure all projects follow the principles, guidelines and standards set out by Unilever IT organisation
- Assists develop and maintain the roadmap for IT systems architecture change/refresh in line with destination architecture
- Deliver project work packages with Business and IT suppliers (external and internal) within agreed budgetary guidelines
- Anchor the business change management, authorisation change management and complete ownership of UAT/PGLS with business teams
- Perform post go-live reviews to ensure IT design and process issues are captured for learning and future improvement.

BUSINESS PARTNERING

- Engage with business teams within his/her area of responsibility to communicate and scope the IT plan aligned with overall IT plan on Local and global projects
- Ensure reliability / sustainability of systems supporting his area of business process
- Create and drive Strategic initiatives in his/her area of responsibility
- Play the role of “conscious keeper” on all new / existing changes in his/her area of responsibility
- Identify new avenues for digital transformation of processes, and subsequently transition to smart/intelligent processes as applicable
- Identify strong partners across startup ecosystem to ensure alignment of best capabilities to Unilever IT ecosystem
- Drive business benefits / value realization on all key IT projects and changes as envisaged in business case
- Manage Business requirements (demand) in line with Standard / Structured ways of working (IPM Process) with business partners
- Manage Approved project deliverable through working with Innovation team and in line with release management guidelines.
- Work closely with other parts of SC function like Order to Cash, Warehousing, Make to delivery key capabilities in his/her area of responsibility and support E2E business delivery.

INNOVATION ACTIVATION

- Undertake activation activities for Global IT Innovation & Service Line activation programs as per global plans advised by global business operations
- Undertake engagement with Global business operations on local projects delivering and supporting Local Growth Programs and working with Service Lines (innovation and Support) in the delivery of these projects
- Work with Innovation team and align sustenance related activities with business

LEGACY & HERITAGE SERVICES

- Work with Global Innovation to provide necessary integration activities with L&H applications to support Global innovation programs
- Undertake the necessary project management and application development activities for L&H Innovation projects within scope responsibilities
- Work to manage the lifecycle of legacy services, ensuring compliance to global Infosec and IT platforming requirements

EXISTING GLOBAL IT SERVICES

- Support the business to ensure effective delivery of day-to-day IT operations, ensuring that IT services delivered are as per business requirements
- Align with Unilever standard operating practise in delivery of IT Services

- Drive Implementation of key actions to address service improvement areas
- Work with Global & Local vendors in delivery of Global services where appropriate
- Assist with communication and coordination of status on Urgent Incidents within the Geography and understanding impact to support resolution of these incidents
- Escalate unresolved incidents based on criticality to the IT Manager – SC BP
- Participate in problem management activities within area of responsibility as required to support Service Line/Operations teams in resolving problems

IT COSTS, PROCUREMENT & CONTROLS

- Define and manage IT budget for his/her area of responsibility
- Centrally hold budgeting and payments for all requirements in his / her area of responsibility
- Continuous improvement and reduction on IT cost in his/her area of responsibility
- Supports hardware and software asset management activities as appropriate within area of responsibility
- Supports process for procurement of computer hardware and software consumables as required within scope of responsibilities

COMPLIANCE & DRP

- Adhere to governance & compliance framework
- Support Execution of DR plans as appropriate within area of responsibility
- Work with local platform partners for ensuring key technical KECs, upgrade agendas landing with no loss to business uptime

OTHER KEY RESPONSIBILITIES

- Work with Rest of South Asia Partners in delivering the key capability similar in his/her area of responsibility
- Share and implement best practices across SA countries in his/area of responsibility

Critical success Factors for the Job

KPIs

- Good engagement with business teams on IT delivery within area of responsibility
- Drive and Deliver business benefit through effective Value realization mechanism
- Drive Demand management in a structured manner
- Create and Drive strategic Initiatives and delivering key business imperatives
- Successful delivery of full scope of IT Services within his/her area of responsibility
- Successful delivery of IT Innovation within area of responsibility
- Effective ways of working with ES Service Line and Service Operations Team and support of Service Line plans within area of responsibility

- Successful support of L&H application service within area of responsibility
- Strong compliance record within area of responsibility
- Positive vendor partnerships within area of responsibility

Relevant Experience

Essential: Relevant IT Skills and business process understanding in the area of supply chain operations

Desirable: Graduation degree or similar qualification, proven track record in delivery of IT projects in similar industry and similar application landscape. Good proficiency in Overall Supply chain process and in detail on Customer service + Logistics operations. Working knowledge on SAP SD, WM, TM Modules and OTM will be an added advantage.

- Program Management
- Transportation Management
- Warehouse operations
- Oracle Transportation Management
- SAP ERP
- Business Process Improvement
- Stakeholders Management
- Excellent written and spoken skills
- Good presentation skills