

**Job Title: DevOps Coordinator****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.

**Position Summary**

The BAU DevOps team plays a vital role within the platform delivering a portfolio of integrated global and regional IT services that enable the business to operate and grow. Within this Platform, we are spearheading the DevOps area which means the BAU team requires knowledge of ITIL and Agile methodologies to ensure the live applications are on track and stable while delivering the services effectively and to a high standard.

**Position Responsibilities (Expected Work)****Stakeholder Management:**

- Business Partnering with Global UniOps Structure to understand the Business priorities and needs in terms of issues and/or improvements
- Coordinate the stakeholder relationships, regular communications in partnership with Global CIM team to keep the Unilever LT aware and updated about major/ critical issues

**Portfolio management:**

- To track compliance with Service Management processes with ITIL (Incident, Problem, Change, Release, SLM, etc) and other applicable standards.
- Reviews service level agreements, investigates all appropriate means to improve service levels, and recommends new or revised policies or procedures
- To Support the DevOps Manager in the delivery of the IT service to the Clients (across Platforms) as defined in the global & regional Service catalogue including management of individual services as required.
- Support the DevOps manager on the constant reviews of global CMDB to keep the Services up to date and drive the necessary adjustments with OEC (Operational Excellence & Controls)

**Operational & Enhancements' Management:**

- Tracking and analysing the trends in incidents to put in place permanent solutions.
- Tracking and analyzing performance against BER performance metrics.
- Identify specific areas for improvement to ensure consistency of delivery of service metrics in BER.
- Analyzing repeat service issues to identify root cause and suggest possible structural changes to production services.
- To ensure that all helpfiles are in place and maintained for all Services. Each Service helpfile to be updated with the latest Incident scenarios enabling service incidents to be quickly and correctly prioritized and assigned.
- Initiating action to maintain or improve levels of service within area of authority, whilst recognizing issues that need to be referred to higher levels of management.
- Participates in analysis of customer satisfaction surveys and data. Support participates in and sometimes host regular review meetings.

- This role also has responsibility of support the Manager in driving continual service improvement by:  
Delivering Service Improvement plans to completion and deliver sustained results, and avoid disruptive service issues, based on lower priority incident trends and/or alerts or known and anticipated service issues
- Identifying and managing, in a proactive manner all non-IT issues impacting Service availability to users, e.g., Master data, user training (users education sessions). Eliminating aged Incidents by Service through identification of causes and improvement plans with the user communities

#### **Challenges**

- Best Balance between Market requirements/demands versus Global and Technologies' Strategies
- Coordinate different solutions/ services across the globe in the CE&T Platform

#### **Skills & Competencies**

- Educated to bachelor's degree level & ITIL certification
- Ability to coordinate discussions with multiple markets and areas in the English language
- Experience working in cross functional & global/ regional teams
- Experience working with DevOps methodology
- Has an appreciation of business processes
- Has an appreciation of technology areas such as software development lifecycle, Cloud Hosting, IT strategy, IT process excellence, six sigma, IT portfolio management, Salesforce, CI/CD Tools, MuleSoft, AWS
- Has an appreciation of applicable project management and/or operational management standards and procedures including technical, quality, safety, and financial matters across all areas of service management

#### **General requirements:**

##### **ESSENTIAL:**

- Very good communication skills with the ability to work in global team structure
- Proven record of being able to organise a varied workload
- Can contribute ideas and think independently, take decisions under time pressure and is up for a challenge, can use own initiative to solve problems
- Good attention to detail and ownership of task in hand
- Confident, strong self-starter. Able to take a high-level brief and use contacts and information provided to voice concerns, seek detail and build understanding to make recommendations.
- Ability to build strong relationships within own team, but also with people from other Unilever teams and vendors working on the deployment
- Quickly adapts to changing environment, able to work to given deadlines
- Knowledge of working on IT projects & services
- Knowledge in forward demands and day-by-day based on Agile methodologies (Jira, Confluence)