

Job Title: IT DevOps Assistant Manager

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.

Warehousing is a key Supply Chain process and comprises critical steps of Warehousing of Finished Goods and Raw Material and Packaging Materials. Our WMS systems run business-critical operations at some of Unilever's largest DCs and factories across EU and North America, with deep integration to the automation systems on ground.

In that space, the IT DevOps Manager is responsible for continuous improvement, resilience, change management, supporting project delivery and governance. The scope of this position includes ensuring solving business problems in Warehousing space and enabling capabilities of AI, ML, Analytics to meet the complex and growing needs of the supply chain business across channels, regions, customers, etc.

The person will be integral part of the team responsible for ensuring the delivery of Innovation/Projects into our landscapes is of high design quality, adherent to business needs, aligned to all global guidelines, introduced in a timely, affordable and sustainable manner, at acceptable risk to ongoing operations and consistent with long-term plans for the evolution of our key landscapes.

Accountabilities and responsibilities:

- Delivery of IT-related projects for the Warehousing area, from Feasibility phase to completion
 - Support in ensuring resilience of WMS systems
 - Ensure quality delivery across all phases of project
- Ability to drive savings and efficiency in warehousing through continuous improvement initiatives
- Undertake resilience projects / Upgrades to Keep Environment Current
- Ensure projects land smoothly into steady state support
- Build and retain capability (internally and within partner ecosystem) to deliver the functional IT Roadmap

The specific areas of focus and responsibility for this role are:

Business Processes:

- Warehouse functions like picking, packing, loading of Finished Goods in Sourcing Units and DCs
- Transportation
- Yard Management

Main Associated Technologies / Applications (current view):

- SAP EWM, BY WMS, SAP WM
- SAP ECC
- Analytics

Business Context and Main Purpose of the Job

Main Accountabilities

- Resilience and Continuous improvements

- Collaborate with stakeholder teams to ensure system resilience and faster turnaround of issues
- Work with vendor partner teams to proactively identify areas of improvement to reduce incidents
- Run Change Advisory Board meetings and gate all changes to production
- Ensure high quality delivery and governance and ensure there are no regression impact of changes or bugs
- Project Delivery
- Work with key stakeholders to ensure innovations land smoothly and transition to BAU to ensure high quality project and programme delivery
- Periodically assess the product releases, its relevance and create a proposal and plan for patch/system upgrades
- Leverage Digital Solutions like AI/ ML / RPA to deliver solutions make a difference to our ways of working .

IT Stakeholders

Key Interfaces

- IT SME
- IT Application Support Manager
- Warehouse Stakeholders across clusters
- Other Enterprise Technology & Solutions Teams
- Core SAP Platforms & Integration
- Geographic IT Team
- Supply Chain Services
- Enterprise Architects
- Technology Services

- I&A
- Strategic IT Suppliers including Product Suppliers and services suppliers

Critical success Factors for the Job

KPIs

- Project Delivered
 - - on time
 - in budget
 - Business KPIs delivered
- Business as Usual
 - 99.95 % Composite Uptime
 - Go Green SLAs
 - Customer Satisfaction
- Keep Environment Current / Upgrades
 - Maintain current application, OS, DB versions
 - DR Test conducted as per targets

Relevant Experience

- Proven experience in supporting medium size projects
- Partnering teams in a diverse and extended/remote environment
- Appreciation of IT systems landscapes and impact of architecture decisions on quality and delivery
- Basic financial awareness and understanding of TCO models

- Good knowledge of Supply Chain area and IT solutions in area of responsibility (ideally with experience of having managed the relevant business process)
- Experience in the Application Development Life Cycle
- Experience in the managing Third Party IT Suppliers