

Job Title: Assistant IT Manager - Landscape Management
Location: Bangalore

BUSINESS CONTEXT AND MAIN PURPOSE OF THE JOB

Transportation is a key Supply Chain process and comprises critical steps of O2C, M2D and P2P processes such as shipments planning & execution and freight settlement, primarily over SAP and OTM systems.

The Landscape Manager will be responsible for driving strategic initiatives to optimize the performance, usage and efficiency of the IT systems and infrastructure in the Transportation area. This individual will own responsibility for building and maintaining strong relationships with leadership, business partners, and functional teams.

- Understanding of an IT Landscape, underlying systems, various interfaces & protocols.
- Worked on handling/ managing various IT Landscape, with regional & global teams.
- Strong experience in managing Upgrades/Migration across On Prem, SAAS, PAAS , On Prem Infrastructure.
- Experience in Change & release Management, downtime agreements across all stakeholders.
- Project Management Experience.
- Experience in information security, landscape governance & IT Service Management.
- Experience in Landing new projects, Service Introduction, transition to BAU , Service Model, Helpfiles & Service Acceptance Criteria.
- Strong Experience in Application Lifecycle Management.
- Strong Stakeholders & Vendor Management Skills.
- Working knowledge of incident Management, Problem Management, SLA, Service criticality & Disaster Recovery Planning.
- Working knowledge of Purging, Archiving & data retention.

Technical skills

- Bachelor's in engineering or Computer Science
- Overall 8+ years of experience in IT of which 4+ years of experience working on IT Application Maintenance, Service Delivery, and IT Platform Management
- Assist delivery of all agreed IT-related projects for the supply chain area, from Feasibility phase to completion
- In the Ideas phase, provide support to regional leads in driving clarity of infrastructure requirements, high level design, cost and time estimates to facilitate the production of high-quality charters
- Work in close partnership with the Solution Delivery Managers to ensure on-time and on-budget execution of infrastructure changes for all key projects and programs
- Help ensure Technical and Security standards as defined in Controls framework are implemented and adhered to during design and implementation
- Help ensure solution resilience and provide technical expertise on fixes/changes.
- Manage the BAU support for the projects
- Manage escalations for complex incidents, issues to achieve target uptime levels
- Act as a gatekeeper for resilience
- Ensure governance over AM vendor team and ensure SLAs are met
- He/she needs to provide full governance on the AM vendor working for the tool.
- Needs to work closely with global release and change management teams to ensure global processes are followed

- Responsible for putting root-cause analysis together for critical incidents for own area with vendor resources and AM teams.
- Front end all critical IT communications to Geo IT and Business such as communications during P1 or other service disruptions, specific announcements about major upgrades/maintenance activities and Executive root cause summary (for P1)
- Deliver above responsibilities within an agreed financial charging structure and budget
- Stakeholder Engagement - Co-ordinate the delivery with Team leads, Regression testing team and other platform release teams
- Experience in managing KEC projects in co-ordination with Global change Management teams , vendor partners and internal teams.
- Drive audit in co-ordination with Infosec and vendor partners
- Manage performance and regression testing team

Personal Skills

- Very Strong Presentation Skills
- Strong & Non-Ambiguous communication Skills.
- Strong Written & Verbal Skills.

KEY INTERFACES

- Transportation Users and Stakeholders
- Other Enterprise Solutions Teams
- o Other SME (PI/Mulesoft/SAP) and Project Teams
- o Business Partner Team
- Information Management and Analytics
- Business Operations
- Strategic IT Suppliers and their Unilever Management Team