

Job Title: Assistant Manager Authorization - Application Support and Maintenance**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.

Key Accountabilities:

The Assistant Manager Application Support and Maintenance plays a key role with high responsibility. This role manages the application support and maintenance responsibilities in Authorization and SOX area for Unilever organization. In addition to this, this role manages keeping all systems as a compliance based on the global security base line document. This manager seeks out opportunities for improvement (process, efficiency, reliability etc.) in the landscapes for the authorization function.

- Manage Application Support & Maintenance teams to deliver the services in accordance with the agreed scope & service level agreement for landscapes and global project.
- Conducting weekly and monthly reviews on Application Support with the teams delivering for the portfolio.
- Engage Global IT Security team to keep systems compliance based on the Global Security base line document.
- Define processes to be followed by the authorization and basis team to comply with SOX requirements and ensure that they are being followed. Participate in SOX audits as required.
- Manage the Authorization team on a day to day basis, including the incident, aging, security note implementation, Early Watch Alert analysis and remediation, SAP Authorization issues service requests and issue resolution.
- Deliver high levels of resilience to the service by managing the application incidents in the SAP Authorization portfolio and ensuring quick resolution, root cause analysis & fix of the underlying issue.
- Perform root cause analysis and manage the actions that arise so that issues are fixed and improvement plans are put in place. Establishes problem resolution procedures and manage root cause analysis of critical issues including fixing them.
- Work closely with Basis team, Global IT Security team, GRC team, functional team, Platform and Service Delivery in managing the quality of service & ensuring a positive business user experience.
- Ensure high availability of Applications to the Unilever business by designing and deploying high quality maintenance plans, process improvement, preventive detection, monitoring etc.
- Work with Application Support and Application Maintenance teams to plan for progressively reducing incidents, improving availability of services and thereby increasing user/client satisfaction.
- Establish and manage relationships with key Unilever & vendor stakeholders
- Manage service escalations and ensure quick resolution is implemented. Implement actions that will avoid such issues in the future

Skills / Experience:

- University degree
- Minimum 5 years hands on experience in SAP Authorization and GRC area.

- Experience working in a Global SAP Project Implementation or Maintenance
- Good knowledge of SAP Technology & Authorization including Solution Manager CV and also GRC10 process.
- Experience in working in a global organization with virtual teams
- Experience in the engagement of key, senior level stakeholders, along with proven ability to influence and manage relationships with those stakeholders
- Good understanding of ITIL procedures
- Fluent in English.