JOB TITLE:

LOCATION:

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.

ABOUT UNIOPS:
Unilever Operations (UniOps) is the global technology and operations engine of Unilever offering business services, technology, and enterprise solutions. UniOps serves over 190 locations and through a network of specialized service lines and partners delivers insights and innovations, user experiences and end-to-end seamless delivery making Unilever Purpose Led and Future Fit.

MAIN JOB PURPOSE:
Unilever has four large and complex landscapes and several global applications. Furthermore, new functionality distributed amongst existing and new landscapes is added continuously and often implemented through global project initiatives. Therefore, the size and user basis, the complexity and the dependency between the system components are growing.

The OneBASIS Landscape Manager has a critical role with high responsibility. His/her primary objective is to ensure resilience and business continuity and keep up the system performance as per business standards. Also the person will be responsible to patch/upgrade systems to latest versions so the environments are current in terms of supportability.

KEC – Ensure that the systems are kept in the latest versions, based on the baseline provided by engineering team. This requires meticulous planning and coordination with various teams and alignment with various key stakeholders. Work closely with ITM team to ensure that changes are planned and scheduled in respective windows and approvals are obtained well in advance. Plan multiple technical changes along with other scheduled changes to ensure that all the changes are fitted in to the change window, executed and tested and released to users on time.

Technical know-how – individual should have an appetite to upgrade self in technology space. SAP Basis and Infrastructure knowledge is a must to have to perform this role and you should update skills on a day to basis to adapt the changing technology around us.

Vendor Management – As part of day-to-day operations continuous involvement with vendor team is mandated. It is expected that person should be able to drive multiple initiatives with team along with the day-to-day operational activities. Some focus areas are incident management, change management and priority incident resolution. As a OneBASIS Landscape Manager, it is expected that you generate value from your vendor partners and ensure that you generate savings in terms of cost and efforts.

Stake holder Management – As a OneBASIS Landscape Manager, you are supposed to manage multiple flavours of systems and interact with resources in multiple geographies and regions. You will be aligned to service delivery managers of various regions and systems and need to ensure that you understand and

manage business expectations along with them. You also will be responsible to run governance forums and update major stakeholders on the progress of the programs and operations on a timely basis.

In case of priority and business critical incidents you are expected to work through the period of incidents and ensure systems/performance are restored on time within the defined SLA's. In the aftermath of performance incidents and system outages, he/she provides input to the root cause analysis. For this purpose, works closely together with the other teams and vendors like SAP, Microsoft, IBM etc.

KEY ACCOUNTABILITIES:

Responsibility for System Performance KPIs
Ensure landscape resilience KPIs and success criteria are established and followed for the landscape, relevant teams in innovation and services are coordinated accordingly.
Manage the landscape KPI monitoring process and ensure KPI's are measured correctly.
Where necessary, initiate and manage projects to keep the KPI's in agreed scale and even plan for further improvements in a proactive manner, engage necessary resources.
Gather detailed information on where KPI's are not met & facilitate responsive actions which may then be transformed into improvement projects.
Work with all levels of contacts from cross functional teams for further enhancing the KPI's and system resilience.
Liaise with various teams and vendor partners to ensure resilience of environments. Work closely with other landscape performance managers to share learnings and ideas.
Work with external/internal partners to learn about tools and trends. Use these learnings to influence senior stakeholders.

Vendor Partner Management
Plan & execute SAP services such as, early watch, TCO, BPPO (Business Process Performance Optimization), Custom code management etc., for the landscape.
Ensure full utilization of SAP max attention contract, lead planning and execution of max attention related activities. (Above services, TQM engagements for landscape activities etc.)
Work closely with IBM AVP service and leverage value out of the engagement. Evaluate PMR's and new initiatives from the vendor and ensure to leverage them for better performance.
Setup periodic governance process with vendor partners and ensure that right tracking is in place. Review of incidents and outages occurred and ensuring proactive measures are in place to avoid recurrence of such incidents in the future.

Housekeeping Activities
Lean DB is one of the main objective of the team, ensure that right candidates are identified for reorganization and execute them to gain space out of DB. Team should plan a target to achieve and plan to achieve it by coordinating with various teams.
Periodically check, identify programs/transactions which are putting higher load on to the systems and execute projects to improve and optimize. Identify programs which are consuming higher computing resources and optimize them.
Ensure housekeeping jobs are running as scheduled and new jobs are put into process as needed, ensure other housekeeping actions are also planned and taken as well, e.g. deletion of unused codes. Determine custom code programs which are not being used and retire them after consultations with stakeholders.

Ensure that improvement activities are carried out according to landscape methodology, agreed design, meeting Unilever global standards, security and performance criteria and General IT & SOX controls.

Project Support and On boarding
On board new projects and technologies in to the BAU team with right OA processes. As a lead you should ensure that system design is as per standards, monitoring templates are accurate, system performance is at acceptable levels by validating the KPI's, SC/DR levels are defined as per standards and tested befo

re handing over to BAU.
Support rest of ERP COE and other innovation teams, in their project onboarding activities from landscape performance perspective.
Contact business partnering geography IT teams for actions / projects, which will impact business processes and require their inputs / testing.

Incident Management and Root Cause Analysis
Manage escalations from a landscape perspective.
Part of P1/PUI incident bridges and ensure that incident resolution is as per defined SLA's
Responsible for root cause analysis of performance incidents and system outages.

Security
Ensure compliance to IT SAP security baseline controls.
Provide expertise, and responsible for all security related projects for America's landscape

General
Close collaboration with other Innovation groups, Service Delivery, SME's, AM etc.

KEY REQUIREMENTS:

Key skills:
SAP Basis Technology skills
Flexibility and Agility to manage Proactive engagement
Organisational Awareness
Strategic Influencing
Rigorous Approach/Attention to Detail

Relevant Exp:

Prior SAP Technical Management exposure
Leadership Position in managing Landscape or Similar Programme

Knowledge & Experience:-

Previous Role:-
Support roles in a mission critical system environment (24X7)

Experience Functional / External:-
Able to draw on experience of working in prior projects and programmes and apply to role

Technical Knowledge: -
SAP Basis Technology
Azure Cloud exposure
Interface (SAP PI)
24X7 support environment and stake holder management.

External Knowledge:-
Basic Appreciation of external Industry and Third Parties in Unilever

Secondary IT Skills:-
Stakeholder & Vendor Management

At HUL, we believe that every individual irrespective of their race, colour, religion, gender, sexual orientation, gender identity or expression, age, nationality, caste, disability or marital status can bring their purpos

e to life. So apply to us, to unleash your curiosity, challenge ideas and disrupt processes; use your energy to make the world a better place. As you work to make a real impact on the business and the world, we'll work to help you become a better you!