Technologies
&
Infrastructures

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<h1 style="text-align:center">Job Guideline</h1>

Reference Job:　　　　**Domain Manager (infrastructures)**

Professional Domain:　　**IT**
Specialization:　　　　**Technologies & Infrastructures**

Mission

He/she proactively manages relationships with the internal clients teams of his/her domain(*) in order to identify their requirements and manages the design activities of the Technologies & Infrastructures portfolio

(*) Domain refers to one or several technologies and infrastructures (e.g. telecom, network etc.)

Key Accountabilities

- Translate the IT strategy into an operational plan for his/her domain, including financial, human and material aspects for his/her domain(*)
- Manage and oversee the group wide infrastructure portfolio, drive optimal usage and deployment creating service catalog and identifying new services
- Understand, challenge and formalize internal clients needs and supervise mediations between these requirements and IT possibilities and constraints
- Guarantee the design activities for any new infrastructures and technologies solutions project while ensuring the business cases elaboration
- Steer the build activities : define and review KPIs, metrics and SLAs and oversee performance
- Identify project risks and define action plans to mitigate
- Guarantee the physical and logical security in compliance with the Group Security policy (data centers, information access policy…)
- Watch the market/technology trends and spot potential evolutions in line with business opportunities

Key Professional Skills

- Demonstrate entrepreneurship: Ability to demonstrate innovative thinking, appreciating and propose new ideas and solutions, while keeping a pragmatic eye
- Decode and influence: Ability to interact effectively, demonstrate influence and conciliation leading others to embrace his/her opinion and reach a positive, accepted closure to a conflict
- Ability to manage complexity/ Acts with transversal management skills
- Ability to inspire / develop and manage a team: ensure development of expertise, know-how and support organizational changes
- Enable cooperation and collaboration: Ability develop collaborative/cooperative working, working in a team with members from different expertise, places and cultures to achieve collective goals
- Understand L'Oréal Business: Ability to understand overall business strategy, long term user/ customer needs and translate into IT Strategy
- Ability to act as a proactive business partner: actively listen to internal/ external customers, articulates and clarifies /translate their needs into IT implications and evaluate and challenge the customers demands to ensure their alignment with the defined strategy
- Knowledge of L'Oréal Project Management Methodologies (e.g.. Agile) including approaches to define project steps and tools to set up action plans
- Knowledge of group wide specific Infrastructure (as applicable to specific role)
- Knowledge of the emerging and new infrastructure technologies

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Job Guideline

Reference Job: **Project/Program Manager (infrastructures)**

Professional Domain: IT
Specialization: **Technologies & Infrastructures**

Mission

He/she plans, organizes, manages and follows up internal/external resources in order to deliver the project/program(*) within the defined standards, budget, deadlines and quality requirements.

(*)Program refers to the build of a global solution (composed of different projects, both in technologies & infrastructures and applications)

Key Accountabilities

- Participate in the definition of the project/program business cases to relevant stakeholders addressing political, financial, and organizational interests
- Define and monitor the project/program plan, budget, activities, methodologies, resource and responsibilities allocation (internal/external)
- Coordinate and integrate the different contents and deliverables to ensure the overall consistency and coherence of the designed solution
- Prepare the project/program delivery and the knowledge transfer for the run in close relation with the operating teams
- Define and review KPIs, metrics and SLAs and oversee performance
- Produce documents and templates describing products, services, components to establish compliance with relevant documentation requirement; ensure they are valid and up to date and that functions and features are documented in an appropriate way)
- Optimize the system / technology development, maintenance and performance taking proactive action to ensure stable and secure application and infrastructures to avoid potential service disruption
- Organize the change management activities related to a project/program : including training, user support and communication
- Define and organize project/program steering activities, advise, review the overall plan and generate short and long term performance reports and to communicate project progress to all relevant parties (Resource tracking, milestone tracking, budget tracking)
- Track project/program risks and decide on corrective measures and/or any trade-offs needed to minimize delays and costs
- Implement the management of risk across information systems through the application of the enterprise defined risk management policies and procedures
- Manage the allocated internal/external resources including third parties activities, understanding and managing vendor contracts (Technical, Commercial and Legal aspects

Key Professional Skills

- Decode and influence: Ability to interact effectively, demonstrate influence and conciliation leading others to embrace his/her opinion and reach a positive, accepted closure to a conflict
- Ability to manage complexity/ Acts with transversal management skills
- Enable cooperation and collaboration: Ability develop collaborative/cooperative working, working in a team with members from different expertise, places and cultures to achieve collective goals
- Understand L'Oréal Business: Ability to understand overall business strategy, long term user/ customer needs and translate into IT Strategy
- Ability to act as a proactive business partner: actively listen to internal/ external customers, articulates and clarifies /translate their needs into IT implications and evaluate and challenge the customers demands to ensure their alignment with the defined strategy
- Knowledge of L'Oréal Project Management Methodologies (e.g.. Agile) including approaches to define project steps and tools to set up action plans
- Knowledge of the emerging and new infrastructure technologies
- Knowledge of IT architecture best practices, frameworks and concepts
- Knowledge of business and operation support systems applications (as applicable to specific role)
- Knowledge of group wide specific Infrastructure (as applicable to specific role)

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Job Guideline

Reference Job: **Service and Delivery Manager (infrastructures)**

Professional Domain: **IT**
Specialization: **Technologies & Infrastructures**

Mission

He/she ensures the performance of one or several services from the "Services catalogue" (internet, emailing, telephony…) or on request delivered to the customer throughout their life cycle.

Key Accountabilities

- Monitor incoming demands for Technologies & Infrastructures and ensure solutions are being proposed for functional needs that are not yet covered in line with the overall system coherence.
- Create service catalog and identify new services
- Ensure the corrective, evolutionary and technical maintenance of the Technologies & Infrastructures, optimize the system / technology development and performance taking proactive action to ensure stable and secure application and infrastructures to avoid potential service disruption
- Define and manage the support services and supervise its functioning within the defined standards (define and review KPIs, metrics and SLAs and oversee performance)
- Coordinate the different experts needed in order to deal with incidents from level 2 and 3.
- Manage escalations, crises and exceptional situations and define the emergency action plans.
- Participate in the selection of external suppliers as well as the outsourced services contracted.
- Develop and maintain effective relationships and communication with internal users and/or external suppliers, understanding and managing vendor contracts (Technical, Commercial and Legal aspects)
- Produce documents and templates describing products, services, components to establish compliance with relevant documentation requirement; ensure they are valid and up to date and that functions and features are documented in an appropriate way
- Coordinate and/or manage the internal/external human resources

Key Professional Skills

- Decode and influence: Ability to interact effectively, demonstrate influence and conciliation leading others to embrace his/her opinion and reach a positive, accepted closure to a conflict
- Ability to manage complexity/ Acts with transversal management skills
- Enable cooperation and collaboration: Ability develop collaborative/cooperative working, working in a team with members from different expertise, places and cultures to achieve collective goals
- Understand L'Oréal Business: Ability to understand overall business strategy, long term user/ customer needs and translate into IT Strategy
- Knowledge of group wide specific Infrastructure (as applicable to specific role)
- Knowledge of the emerging and new infrastructure technologies
- Knowledge of IT architecture best practices, frameworks and concepts
- Knowledge of business and operation support systems applications (as applicable to specific role)

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Job Guideline

Reference Job: **Technical Analyst / Expert (infrastructures)**
Professional Domain: **IT**
Specialization: **Technologies & Infrastructures**

Mission

He/she ensures the operation and administration for a domain(*), implements corrective actions when necessary and participates in the design of new systems/technologies.

(*) Domain refers to one or several technologies and infrastructures (e.g. telecom, network etc.)

Key Accountabilities

- Optimize the system / technology development, maintenance and performance taking proactive action to ensure stable and secure application and infrastructures to avoid potential service disruption
- Lead corrective maintenance actions and update procedures, guides and documentations
- Produce documents and templates describing products, services, components to establish compliance with relevant documentation requirement; ensure they are valid and up to date and that functions and features are documented in an appropriate way
- Implement the management of risk across information systems through the application of the enterprise defined risk management policies and procedures
- Provide level 2 or 3 support and expertise to operations staff and developers
- Participate in the evaluation of vendors' products and services
- Participate in the building of new systems and technologies modules, and adaptation or re-configuration of existing system technologies
- Advise and assist on high level design of new systems/technologies and ensure its effective operation within the existing systems and technologies environment.

Key Professional Skills

- Demonstrate entrepreneurship: Ability to demonstrate innovative thinking, appreciating and propose new ideas and solutions, while keeping a pragmatic eye
- Ability to manage complexity/ Acts with transversal management skills
- Enable cooperation and collaboration: Ability develop collaborative/cooperative working, working in a team with members from different expertise, places and cultures to achieve collective goals
- Understand L'Oréal Business: Ability to understand overall business strategy, long term user/ customer needs and translate into IT Strategy
- Ability to identify internal and external benchmark to compare the internal performance with industry best practices
- Knowledge of L'Oréal Project Management Methodologies (e.g.. Agile) including approaches to define project steps and tools to set up action plans
- Knowledge of group wide specific Infrastructure (as applicable to specific role)
- Knowledge of the emerging and new infrastructure technologies
- Knowledge of IT architecture best practices, frameworks and concepts
- Knowledge of business and operation support systems applications (as applicable to specific role)