



A TATA Enterprise

## JOB DESCRIPTION

### BASIC INFORMATION

|                    |         |                     |                                    |
|--------------------|---------|---------------------|------------------------------------|
| <b>Role Title:</b> | IT Lead | <b>Business:</b>    | Corporate Office - Mumbai          |
| <b>Department:</b> | IT      | <b>Age:</b>         | Preferably between 30-45 years old |
| <b>Grade:</b>      | M2/M3   | <b>Designation:</b> | Asst./Dept. Manager                |

### Qualifications

|                       |  |
|-----------------------|--|
| <b>Educational :</b>  | BE/MCA/BCA   |
| <b>Professional :</b> | <ul style="list-style-type: none"><li>• Operating Systems (Windows, macOS, Linux)</li><li>• Microsoft Office Suite</li><li>• SAP administration</li><li>• IT service management tools (e.g., Helpdesk software)</li><li>• Network protocols and fundamentals</li><li>• Familiarity with Cloud services (e.g., Azure, AWS) &amp; Cybersecurity best practices</li></ul> |

### ORGANIZATIONAL RELATIONSHIPS

|  |                            |         |
|--|----------------------------|---------|
| <b>Reporting Matrix:</b>                 | <b>Reporting:</b>          | Head HR |
| <b>Roles Reporting to this position:</b> | <b>Direct Reporting:</b>   | NA      |
|  | <b>Indirect Reporting:</b> | NA      |

### ROLE

An experienced IT professional to lead our IT operations. This role will oversee end-to-end IT management, encompassing software, hardware, SAP, procurement, ticketing, and issue resolution. As the sole IT lead, he/she will ensure seamless IT operations and strategic guidance across functions, viz:

- IT Support
- IT Operations
- SAP Administration
- Procurement and Vendor Management
- IT Project Coordination
- IT Policy and Procedure Development
- IT Audit and Risk Assessment

## MEASURES

- Software Management (20%)
- Hardware Management (20%)
- SAP Management (15%)
- Procurement and Vendor Management (15%)
- Ticketing and Issue Resolution (30%)

## ACCOUNTABILITIES

### Software Management

- Manage software licenses, updates, and deployments.
- Ensure compliance with software licensing agreements.
- Troubleshoot software-related issues.

### Hardware Management

- Maintain and upgrade hardware infrastructure (desktops, laptops, servers, etc.).
- Manage hardware inventory and asset tracking.
- Ensure hardware warranty and support.

### SAP Management

- Oversee SAP system administration and security.
- Manage SAP user access and authorization.
- Troubleshoot SAP-related issues.

### Procurement and Vendor Management

- Coordinate IT procurement (hardware, software, services).
- Manage vendor relationships and contracts.
- Ensure compliance with organizational procurement policies.

### Ticketing and Issue Resolution

- Manage and resolve IT support tickets via ticketing system.
- Provide timely and effective solutions to IT-related issues.
- Monitor and track ticket resolution rates.

## SKILLS

### Behavioural Skills:

- Excellent communication and interpersonal skills.
- Strong problem-solving and analytical abilities.
- Ability to prioritize tasks and manage multiple projects.
- Customer-centric approach.

### Functional Skills:

- Operating Systems (Windows, macOS, Linux)
- Microsoft Office Suite
- SAP administration
- IT service management tools (e.g., Helpdesk software)
- Network protocols and fundamentals
- Cloud services (e.g., Azure, AWS)
- Cybersecurity best practices