

## IT Operations Lead – Technology & Innovation, Tata STRIVE

Tata STRIVE, is group wide skill development initiative, aims to develop Employability, Entrepreneurship and community Enterprise capabilities in youth across country. This initiative would involve mobilizing youth (18 – 35 years) from under-served communities, training them on demand driven vocational skills along with integrated life-skills to empower them for a brighter future. Tata STRIVE is engaged with various State Governments, NGOs + Corporate in implementing projects of scale.

Designation	IT Operations Lead – Technology & Innovation
Openings	1
Objective	Delivery of Business operations, Systems and Services in line with KPIs as per the agreed commitment given to the stakeholders within Time, Cost and Quality parameters.
Major Deliverables	<ul style="list-style-type: none"> <li>• <b>Operations Performance Design</b> : Evolve IT and Business KPI, tools , supplier, team performance and governance. Experience in best practice eg: ITIL, Agile, DevOps</li> <li>• <b>Functional &amp; Process Design</b> : Business strategy to requirements, high level design, rollout plan for platform, supporting infrastructure, operating model and processes, change management, training and communication</li> <li>• <b>Supplier Management</b> : Contract Management including quality of committed outcomes</li> <li>• <b>Learning</b> : Keep up to date on latest industry trends in digital technologies</li> <li>• <b>Change Management &amp; Adoption</b> : Plan and monitor change management &amp; adoption as per commitment</li> <li>• <b>Continuous Improvement</b> : Proactively suggest new features based on implicit business need</li> </ul>
Technical Skills	<ul style="list-style-type: none"> <li>• Exposure across multiple technologies, across frontend, middle layer, database, analytics, BPM, ERP solutions</li> <li>• Exposure to cloud technologies AWS, Google BigQuery, Big Data, Technologies enabling predictive operations eg: R</li> </ul>
Work conditions/Job Environment	<ul style="list-style-type: none"> <li>• Ability to work on multiple projects within stipulated time frame.</li> <li>• Ability to leverage the available resources within Tata STRIVE ecosystem.</li> </ul>
Essential Attributes	<ol style="list-style-type: none"> <li>1) Ownership</li> <li>2) Proactive Mindset</li> <li>3) Business Focus</li> <li>4) Design Mindset</li> <li>5) Solution Mindset</li> <li>6) Project Management</li> <li>7) Communication Skills</li> <li>8) Supplier management including contract management</li> <li>9) Proven ability to deliver results in matrix organization</li> <li>10) Strong stakeholder, interpersonal skills and negotiation</li> <li>11) Expertise to deal with conflict and ambiguity effectively</li> </ol>

Desired Attributes	1) Experience as lead for both Infrastructure and Application Operations
Reporting To	Program Manager – Technology & Innovation
Qualification	1) Prefer Engineering Graduate 2) Overall experience of minimum 10 years, with Operations expertise for minimum 1 year 3) Demonstrate in resume, contribution to CUSTOMER BENEFITS as Operations Expert, for platform with minimum 1000 users spread geographically.
Location	Mumbai