

Mahindra Group - Lead - Technology Support

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Company: Mahindra and Mahindra Ltd

Location: Zaheerabad

Category: computer-and-mathematical

Job Description :The site head oversees the site with the assistance of a team that includes both on-role and third-party contracted resources. For users, the location head serves as the subsequent level of escalation beyond the support desk. - Responsible for End User Support by providing IT services, IT devices and any other requirement of End user of IT under scope of control of the given Location.- Responsible for End user perception management by assuring Positive increase in CaP score and CSI score year on year - Responsible for Managing the Location heads and third party resources achieving continuous improvement on : (i) Productivity of the resources (ii) SLA Adherence (iv) Reduction of Incidences, cost and resource count/user- Responsible for 100% accuracy of physical asset count Vs SAP asset register under area of control i.e. Location/s - Responsible for implementing process simplification, process Digitalisation to achieve higher productivity, reduce cost of operations and improve quality of services for greater user satisfaction - Responsible to ensure 100% compliance w.r.t. processes, licenses and cyber security - Responsible to ensure to work jointly with all MDE IT COE/CFT members for operational excellence or during project execution. - Responsible Planning, Budgeting and Managing Budgets for area under control - Serve as Band Ambassador of IT Education Qualifications : - B.E. / B. Tech (Computer or IT) and ITIL certification- Microsoft platform related Certification - General Experience Minimum 8 to 10 years of Industry experience preferably in the field of End User Management or IT operations - Good understanding of ITIL Frame work- Hands-on Technical Exposure about Microsoft Technologies (OS, Office suit, O365 Suite etc) - Basic knowledge about Central Infra, Data Center, Network and Security technology - Team

Management skills - Good communication and personality, Consulting Skills - Staying relevant to the technological developments occurring in the IT space. - Conflict Management - Customer Focus - Interest in technologies and applications, - Acumen for understanding the customer, ear for listening & interpreting the needs, connecting the needs to relevant technology. - IT project management / account management - An executioner with respect for timelines v/s customer urgencies - Ability to deal with Ambiguity - Knowledge of overall IT landscape - Infrastructure, Applications, Networking, security with Special focus on Customer engagement & Project Management (ref:hirist.tech)

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