

	Job Description	Format No:HR_F_160 Version: 2.0 Date: 23-Jul-21
Head Operational and Business IT - JD (DJD2022030)		
Roles	Operational and Business IT	
Responsibilities	<p>Manage IT Operations to ensure high availability of IT services availability of Backend services, Client systems at three or more locations through the assigned teams.</p> <p>Monitor the IT asset status, Network and Security performance periodically, carry out VAPT (Penetration Tests) for IOT/Software products developed by DELOPT.</p> <p>Collaborate with Internal Business Unit Teams and functional teams to understand their business requirement and provide Business IT Support in selection of optimal Hardware & Software Products for their deployments.</p> <p>Collaborate with IT Vendors, Suppliers, Software License Provider vendors and ensure that compliances are met.</p> <p>Evaluate optimal Collaboration Software Tools and implement the culture of using Software Collaboration Tools in the distributed work places and on-board the employees.</p> <p>Administration and Implementation of Business Process Automation or ERP tools and effective on-boarding the team.</p> <p>Ensure all Cybersecurity measures, Mal Protection, Email Spam Filtering, Firewall, GDPR policies are implemented and followed to ensure BC/DRP are in place.</p> <p>Develop Cloud Migration Strategy as per the business requirements in the public cloud (AWS) providers, other Private Cloud Providers the company is engaged and provide assistance to CoE team to implement Cloud Native Solutions</p> <p>Project Budgetary requirements after coordinating with all Business Units/Functional Teams and propose effective progressive upgradation plans in coordination with Finance Team, which is required to be revised periodically.</p> <p>Actively participate in customer IT Team meetings of Retail/IOT BU requirements and resolve queries on all security, deployment and scalability requirements.</p>	
Category		Description
Qualifications	Engineering Degree in IT/Computer Science/Electronics	
Experience	15+ years	
Technical & Process Capabilities	<p>Should have proven experience in management of IT infrastructure primarily Windows NT, Microsoft AD, Exchange Server to manage a infrastructure of 150+ Client Resources</p> <p>Good Knowledge on IT Hardware Server Hardware, Peripherals, Networking, Switches, L3-Routers</p> <p>Good understanding & strong foundations of networking and server side technologies DNS, DHCP, SSL, TLS, Firewall Features, VPN, Port Forwarding, Network Isolation methodologies, Routing.</p> <p>Working hands on experience in handling third party device drivers, Good Working knowledge on Linux (Ubuntu) - Mandatory Administration, Hands on knowledge on RDBMS (SQL Server/PostgreSQL) Administration, VM Ware Virtualization working knowledge.</p> <p>Expertise in handling ERP & CRM software Tools deployment SAP/other Tools and management. Good knowledge to Microsoft Office Tools (Word, Excel, PPT), Video Conferencing, Virtual Meeting Tools etc.</p> <p>Handled defining RPO/RTO and other BCP/DR plans for the business functions. Exposure to ISO27001 certifications and latest Information Security methodologies (SIEM), ZTNA, etc.</p> <p>Should have handled the fund flow projections for the IT projects both strategic as well as immediate business needs.</p> <p>Should have exposure to one of the cloud platform (AWS certification is preferred), good knowledge about IAM concepts, Cloud Networking Concepts, Cloud deployments, Billing & Usage Monitoring and associated functions.</p>	
Behavioural Capabilities	<p>Team player with good communication skills. The person should have proven track record of credentials ethics, Integrity & Transparency and comply to the core values of the company</p> <p>Should have internal and external orientation to cut across the horizontal work through Cross Functional Teams.</p> <p>Should be able to collaborate with other team members with active participation and have the mindset for nurturing IT best practices in all employees with perseverance.</p> <p>Passionate and agile to face the critical challenges of dynamic change in the requirements of internal and external customers. Should have both strategic and analytic mindset.</p> <p>Should have ability and capacity to mentor team and offer guidance for executing coordinated plans for business growth.</p>	
Values	Accountable & Responsible, Ethics & Integrity, Knowledge, Collaboration, Caring, Agility, Empowerment with Accountability and Sustainability	
Preferred Experience, Knowledge & Attributes	<p>Knowledge on IOT/IIOT Protocols, Architecture, deployments, No-Code/Low Software Deployment environments. Knowledge of Routers, Gateways & Sensor Data Interface formats.</p> <p>Understanding of Data Analytics and Visualization</p> <p>Digital Transformation Foundations</p>	
Compensation	To be filled by HR	