



- ◆ Position – IT Infra structure Manager
- ◆ Experience – 8+yrs
- ◆ Compensation – Best in Industry
- ◆ Open Positions - 1
- ◆ Location - Gurugram

We are looking for an experienced, dynamic & professional Manager/Sr. Manager – IT Infra role for our organization.

### **Job Responsibilities:**

- Should have lead and managed 24\*7 L1, L2, L3 teams - including mission critical data center engineering team, end user computing (EUC) team, service desk, NOC, Global Command center
- Proven track record of successfully delivering a range of complex, high profile IT transformation & transition projects.
- Strong understanding of the ITIL framework with in-depth knowledge and experience incident management, problem management, change management, knowledge management and other disciplines related to service delivery
- Strong technical knowledge of enterprise IT, including servers, storage, citrix, networking, service desk etc both on premises and on cloud environment.
- Hands on experience managing the P&L for large engagements.
- Experience in working on strategic initiatives and Continuous Initiatives including Automation, Value Adds, Cost optimization etc
- Overseeing Infrastructure management activities, run support, initiative planning, scoping and contractual SLA/KPIs for production activities.
- Expertise in leading large teams, mentoring, upskilling and guiding junior team members.

### **Job Requirements:**

- The ideal candidate should have 8+ years of experience, managing end to end delivery for large global clients, extensive experience in customer-facing roles, strong organizational skills and proficiency to manage large teams and operate in a diverse, large scale environment.
- Excellent verbal and written communication skills, problem-solving and presentation skills and a proactive attitude
- Demonstrated ability to maintain the highest degree of security and confidentiality
- Ability to prioritize work and effectively manage time & quickly understand new technology concepts and apply them to our environment
- Excellent interpersonal skills.
- Build out the strategic roadmap to scale the People Operations & Technical function including its process and technology footprint to accommodate a fast-growing global company.
- Take data to the next level. Build reporting, dashboards, and tracking methodology that delivers actionable insights to the business.

### **About us**



**ViviRooms** ViviRooms Ecomm Private Limited

We are a women lead, unique e-commerce platform, offering a concept that will revolutionize the online shopping experience. With an estimated launch in early 2023, we will provide customers a chance to shop for clothes in a way like never before. Phase 1 will focus on launch in Indian market.

Vivi Rooms is part of London based, Euromax Capital ([www.euromaxcapital.com](http://www.euromaxcapital.com)) among which includes the most innovative & promising Artificial Intelligence enabled Biometric Software Platform, Products & Solutions designing organizations Biocube Technologies ([www.biocube.ai](http://www.biocube.ai)).

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