

## JOB DESCRIPTION

<b>Position Title</b>	Senior Manager – Information Technology
<b>Superior Position Title</b>	Head - Information Technology
<b>Department</b>	Information Technology
<b>Company</b>	Apraava Renewable Energy Private Limited
<b>Location</b>	Mumbai

### 1. JOB PURPOSE

**Business Context:** Apraava Energy is a diversified power company, jointly owned by the CLP Group - one of the largest investor-owned power businesses in Asia and Caissede dépôt placement du Québec (CDPQ) - a global investment group.

Our portfolio comprises 3,150 MW of installed capacity which includes 924 MW of wind and 250 MW of solar energy projects across seven states, a 1320 MW coal-fired super critical power plant and two power transmission assets. We forayed into Advanced Metering Infrastructure (AMI) by winning the first project in Assam to install smart meters in 693,077 households.

The name Apraava Energy has been derived from the Sanskrit language and is an amalgamation of four elements: Agni (Fire), Prithvi (Earth), Ambu (Water) and Vayu (Wind).

Apraava Energy was one of the first company to identify the potential of renewable energy in India. The company entered this space by building its first wind farm in 2009. Since then, Apraava Energy has gradually grown its wind energy portfolio and is now spread across six states generating nearly 1,000 MW and another 250 MW of committed capacity. Wind energy has been an integral part of Apraava Energy's business strategy. It is expected to continue making a vital contribution not only to Apraava Energy's growth plans for India but also to its commitment towards reducing its CO2 emissions.

Apraava Energy forayed into solar power generation with a 100 MW plant in 2016 through a joint venture in Veltoor, Telangana. Apraava Energy acquired two more solar plants in 2018. In 2020, Apraava Energy increased the size of its solar energy portfolio by more than 70% by entering into an agreement to acquire three of its solar projects. The latest addition to Apraava's solar portfolio was a 250 MW solar farm in Dedasari, Rajasthan in 2021.

In line with Apraava Energy's vision of investing in a low-carbon and clean energy portfolio, Apraava Energy marked its entry into the power transmission sector in 2019 with the acquisition of 240 km transmission line. With this, Apraava Energy has broadened its portfolio to straddle two out of the three main segments in India's power value chain. In December 2021 Apraava Energy acquired a 254 km Transmission line from Kalpataru-Mariani Transmission Limited passing through 3 states in North- East India i.e. Manipur, Nagaland and Assam.

The company has also built a 1,320 MW supercritical coal-fired power plant in Jhajjar, Haryana. The Jhajjar Power Plant has been commercially operational since mid-2012. It is one of the first few power plants in India to operationalize the Flue Gas Desulphurization (FGD) unit which helps reduce ~ 85% of SO2 emissions. The plant has also won the Frost & Sullivan and TERI Jury Special Mention Award in 2019 for reducing its specific water consumption to 2.11 m<sup>3</sup>/ MWh against a statutory limit of 3.5 m<sup>3</sup>/ MWh.

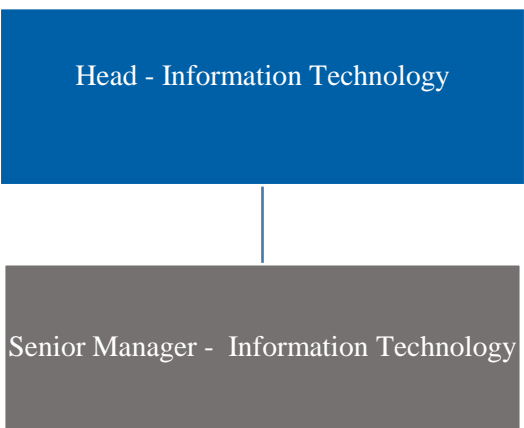
The Organization is engaged in Greenfield development of Power Generation/Transmission assets as well as their Acquisition. The business objectives in either case can be met only if the asset performs to the business assumptions. Engineering plays a key role in translating that business assumptions into engineering designs which can make sure that business objectives are met sustainably.

The organization is further diversifying into Power distribution business including Advanced Metering business. This would uniquely position organization’s presence across the entire power sector value chain.

**Job Purpose:**  
 This position exists to ensure the appropriate and robust governance polices, processes and controls are developed, kept up to date and adhered to.

To oversee several key functions within the IT department that enable the delivery of a high-quality service to end users, and to ensure Service Support and Service Delivery processes are in place to meet business needs. This position is a stakeholder facing role and requires establishing and manage expectations within the business and drive the IT team to achieve those expectations to a high standard.

**2. ORGANISATIONAL CHART**



**3. PRINCIPAL ACCOUNTABILITIES**

Accountabilities	Major Activities
<ul style="list-style-type: none"> <li>• Plan and manage the execution of IT procurement, disaster recovery drills and IT SLAs and services continuity</li> <li>• Ensure visibility, escalation, and management of IT risks inherent in the delivery of technology services.</li> <li>• Maintain and monitor key performance and key risk indicators and escalate breaches in triggers or limits</li> <li>• Ability to translate technical or complex concepts into user-friendly language</li> </ul>	<ul style="list-style-type: none"> <li>▪ Providing governance, risk, and compliance data insights to drive improvement across the IT system</li> <li>▪ Planning the implementation of processes and procedures for the identification and assessment of risk in the organization’s information system</li> <li>▪ Managing risks relating to information technology and cyber-security</li> <li>▪ Measuring and monitoring IT compliance</li> <li>▪ Developing systems and processes for the management and reporting of risks</li> <li>▪ Work in close partnership within all IT functions, other business functions &amp; external partners for Services &amp; Compliance.</li> </ul>

<ul style="list-style-type: none"> <li>• Ability to collaborate, working closely with both functional and technical teams</li> <li>• Ability to remain flexible as priorities change, adaptable to change, and able to accept ambiguity</li> <li>• A passion for Service Improvement &amp; Experienced Service Management professional</li> </ul>	<ul style="list-style-type: none"> <li>▪ Providing insights and recommendations on risk management to the executive team</li> <li>▪ Reviewing current and proposed information systems for compliance with the company’s business strategy</li> <li>▪ Developing standard operating procedures for IT systems to ensure compliance with corporate governance</li> <li>▪ Design and implement the IT governance framework. Frameworks should, wherever possible, attempt to utilize industry standards and best practices such as COBIT. The framework should be regularly reviewed and updated as required.</li> <li>▪ Through analysis, advise on performance against established risk tolerance and performance objectives.</li> <li>▪ Ensure compliance. This is an ongoing governance responsibility. It aims to ensure that IT continually meets any regulatory, statutory, and legal obligations supports the organization’s objectives while working within the defined ethical and cultural framework and follows the IT governance framework. Compliance also includes checking that the IT governance roles and responsibilities are still relevant.</li> <li>▪ Maintain high performing service support functions including and IT Service Desk, Desktop Support and VIP Support</li> <li>▪ Owner of the Incident, Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required</li> <li>▪ As owner of the escalation process the Service Delivery Manager will take ownership of major incidents to ensuring coordination of resolving parties, effective communication to stakeholders and post incident review</li> <li>▪ Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed</li> <li>▪ Champion Service and Support in projects and developing a strong understanding of projects impacting your service area and ensuring service impact is minimized and agreed</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Be accountable for the quality of Service and performance; ensuring future demand from growth and projects is understood and factored into capacity plans for all associated systems</li> <li>▪ Drive internal and third-party service review meetings covering performance, service improvements, quality and processes</li> <li>▪ Any other IT activities as demand arises</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Lead and manage the establishment of a strategic, operational, and technical decision-making process required to ensure that IT services are aligned to the organization's priorities and risk appetite.</li> </ul>

#### 4. INTERACTIONS

##### Internal Clients

<b>Roles you need to interact with inside the organization to enable success in your day-to-day work</b>
All Internal IT Functions & Departments

##### External Clients

<b>Roles you need to interact with outside the organization to enable success in your day-to-day work</b>
CERT-In
Application Support Partner
FMS Partner
All statutory bodies from time to time

#### 5. SKILLS AND KNOWLEDGE

##### Educational Qualifications

<ul style="list-style-type: none"> <li>• Minimum Qualification: Bachelor's Degree in Computer Science, Information Technology or Electronic Engineering</li> <li>• COBIT &amp; ITIL V4 Certified</li> </ul>
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##### Functional Skills

- Enterprise IT Governance including knowledge of IT risk management and controls.
- Working knowledge on ITSM tool
- Develop and implement processes to assess and/or monitor the effectiveness of IT procedures to ensure adherence to standards and policies as appropriate
- Strong analytical, problem-solving, and trouble-shooting skills
- Effective communications skills including written, verbal, and presentation
- Ability to work independently and within a team environment
- Established skills in time management, multi-tasking, and prioritization of work
- Previous experience as a Team Lead or demonstrable experience in leading virtual teams
- Experience of managing 3rd parties and 3rd party delivered services
- Service Management or Support in a large-scale and diverse environment of incident management, escalation procedures and related disciplines
- Excellent leadership and people management skills
- Willingness to support and mentor Service Desk Team
- Able to work under pressure and meet deadlines
- Able to demonstrate a high degree of flexibility including shift and out of hours working
- Excellent organizational skills
- Self-motivated and able to take responsibility
- Able to manage and prioritize tasks and time efficiently
- Able to demonstrate initiative and a proactive approach to daily tasks

#### **Relevant and total years of Experience**

- Minimum 7 years of experience as IT Service Desk Manager & 5 years on IT Governance
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