



Director Software Engineering Digital Dealer Systems.

Bangalore, Karnataka or Chennai, Tamil Nadu, India

Job Description:

Your Work Shapes the World at Caterpillar Inc.

When you join Caterpillar, you're joining a global team who cares not just about the work we do – but also about each other. We are the makers, problem solvers, and future world builders who are creating stronger, more sustainable communities. We don't just talk about progress and innovation here – we make it happen, with our customers, where we work and live. Together, we are building a better world, so we can all enjoy living in it.

What You Will Do:

Key responsibilities include:

- Directs, motivates and develops managers and teams. Supports the culture and values of the organization. Ensures high standards and quality of technical work. Manages staffing, budgeting, and operational oversight for India-based engineering teams across all the three organisations.
- Lead software engineering teams across India to deliver scalable ERP solutions using Microsoft Dynamics 365.
- Deliver scalable, secure and high-performance integration architectures and solutions using Azure services (Azure technologies: Service Bus, Event Hub, Event Grid, API Gateway, Logic Apps.), while aligning with business goals and digital transformation strategies.
- Lead full stack software engineering teams across India to deliver Cat Rental Digital products.
- Champion agile methodologies and ensure delivery excellence across multiple organisations. Collaborate with horizontal functions including System Architecture, DevOps, Cybersecurity, QA, PMO, etc. to deliver scalable and quality solutions following Cat Digital's ways of working.

What You Will Have:

Decision Making and Critical Thinking: Knowledge of the decision-making process and associated tools and techniques; ability to accurately analyze situations and reach productive decisions based on informed judgment.

- Analyses and discusses alternatives with multiple stakeholders.
- Coaches others in decision-making models, processes, and practices.
- Anticipates special issues and considerations for effective decision-making during a crisis.

Effective Communications: Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.

- Communicates effectively with diverse audiences, using appropriate media and language.
- Ensures important messages are clearly understood.

Software Engineering: Knowledge of software engineering; ability to deliver new or enhanced fee-based software products.

- Articulates key issues and considerations for delivering products with global reach.
- Displays experience in estimating the total cost of developing new products.
- Monitors industry and other organizations for innovations in software delivery approaches.
- Demonstrates in-depth experience with software engineering of major or multiple products.

Requirements Analysis: Knowledge of tools, methods, and techniques of requirement analysis; ability to elicit, analyze and record required business functionality and non-functionality requirements to ensure the success of a system or software development project.

- Ensures the successful completion of all major activities, tasks and deliverables pertaining to the requirement analysis stage.
- Supervises the advanced use of requirements analysis tools and services, including prototyping and use cases.

System and Technology Integration: Knowledge of the features and facilities of systems; ability to integrate and communicate among applications, databases and technology platforms.

- Documents existing best practices for system or technology integration processes.
- Identifies and quantifies risks of proposed alternatives to a system or technology integration initiative.
- Advises others in how to integrate projects across multiple technologies.

Building Relationships and Using Influence:

- Naturally connects and builds strong relationships with global stakeholders, demonstrating strong emotional intelligence and an ability to communicate clearly and persuasively.
- An ability to inspire trust and followership in others through compelling influence, powerful charisma, passion in their beliefs, and active drive.

Considerations For Top Candidates:

- Bachelor's degree in Computer Science, Information Technology, or related field; Master's degree preferred
- Proven experience designing and implementing large-scale Dynamics 365 Finance & Operations and/or Supply Chain Management solutions
- Strong understanding of dealer operations and business processes in equipment/heavy machinery industries
- Experience with full lifecycle implementations of Dynamics 365, from requirements gathering to deployment
- Extensive experience in systems architecture, focused on Microsoft Dynamics 365 implementations
- Microsoft Dynamics 365: Deep expertise with Finance & Operations, Supply Chain Management, Field Service, and other relevant modules
- Microsoft Azure: Experience with Azure PaaS and IaaS services, including Azure Functions, Logic Apps, Service Bus, Event Grid, and Azure Data Factory
- Power Platform: Proficiency with Power Apps, Power Automate, Power BI, and AI Builder
- Integration Technologies: Experience with Azure API Management, Logic Apps, Azure Service Bus, and Azure Integration Services
- Data & Analytics: Knowledge of Azure Synapse Analytics, Power BI, and data modeling for Dynamics 365 implementations
- Development: Understanding of C# and X++ development, extensions, and other customization approaches within Dynamics 365
- DevOps: Experience with Azure DevOps, including source control, pipelines, and ALM practices for Dynamics 365
- Security: Knowledge of Microsoft Entra ID (formerly Azure AD), role-based security, and data protection in Dynamics 365 implementations

Certifications (preferred)

- Microsoft Certified: Dynamics 365 Finance and Operations Apps Solution Architect Expert
- Microsoft Certified: Azure Solutions Architect Expert
- Microsoft Certified: Power Platform Solution Architect Expert
- Microsoft Certified: Dynamics 365 Supply Chain Management Functional Consultant Associate