

# Job Opportunity: Senior Manager – Software Development

REQ. ID.: 20251030002

## About Epicenter

For 25 years, Epicenter has been at the forefront of the Technology & Business Process Management industry, driven by a single belief: happy employees deliver exceptional results. Here you'll find a career built on innovation, led by seasoned experts with over two decades of experience. Our commitment to our team is the secret behind our lasting success and the reason we're trusted by global clients.

Ready to be part of a team where your happiness is a priority and your work truly makes an impact? Join Epicenter.

## About the Job

The Senior – AI, RPA Software Development and Delivery manager will lead end-to-end AI, RPA, software development and deliveries initiatives focusing on Business Process Management (BPM) solutions and product development. The role requires strong AI, RPA technical expertise, strategic vision, and leadership skills to drive high-quality, scalable, and innovative software products that enhance operational efficiency, client satisfaction, and business growth.

## Location/Hours

Location: Bhayandar, Mumbai

Shift: 12.00 PM to 9.00 PM IST (9-hour shift, 5 days a week)

## Job Responsibilities / Expectations

- Lead, mentor, and manage software development teams working on AI, RPA, BPM tools, internal systems, and product platforms.
- Oversee the design, development, and deployment of enterprise applications and automation projects.
- Collaborate with operations, process, and product teams to optimize workflows and deliver innovative solutions.
- Implement AI, RPA and software development best practices, coding standards, and quality assurance processes.
- Drive technology innovation using RPA (MS Power Automate, UiPath), AI/ML, analytics, and cloud platforms.
- Ensure compliance with security, scalability, and performance standards across all applications.
- Manage budgets, resource allocation, vendor partnerships, and technology contracts.
- Participate in product strategy sessions, solution design workshops, and client discussions.
- Track KPIs for development efficiency, system uptime, product delivery, and innovation outcomes

## Minimum Qualifications

- Hands-on experience with AI (Hugging Face Transformers, OpenAI APIs, LangChain, PrivateGPT, Whisper, Vosk, pyttx3), RPA (MS Power Automate), full-stack development, BPM tools, and workflow/product automation.
- Strong understanding of databases, cloud infrastructure, and DevOps practices.
- Proven leadership experience in AI, RPA, BPM or product development projects.
- Knowledge of Agile/Scrum methodologies.
- Excellent leadership, communication, and stakeholder management skills.
- Strategic thinker with strong problem-solving and decision-making skills.
- Ability to align technology initiatives with business goals, BPM processes, and product strategy.

- Ability to lead teams in a fast-paced BPM/product development environment.
- Excellent interpersonal and team management skills

### **Desired Qualifications**

- Experience with RPA (UiPath and MS Power Automate).
- Familiarity with analytics dashboards and product lifecycle management.
- PMP / Agile / Scrum certification.

### **Why Join Epicenter?**

We believe in investing in our people. At Epicenter, you'll have the opportunity to make a global impact with a company consistently ranked among the Top 20 BPOs in India. We're also the proud recipient of the "Best Customer Service Provider" award for nine consecutive years.

Our commitment to your future is our priority. We offer ongoing training, mentorship, and upskilling opportunities to ensure you stay at the forefront of the industry.