

# Sr. Spec. DDIT IES Infra. Services

Job ID  
REQ-10006099  
Jun 18, 2024  
India

## Summary

-Specialist/Engineer for a Novartis Core Infrastructure Services /Engineering team. -Is supporting execution continuous improvement service delivery and operations of a specific function /platform. OR supports developing and maintaining a technology roadmap according to the respective Service Strategie of a specific function/platform. -Perform the operational health deployment and lifecycle of the technology and/or platform solutions OR Design and deploy technology solutions and/or act as L4 support during major and critical incidents. -Automation of service deployments and management to enable modern delivery flows including DevOps and SRE with a goal of providing efficiency. flexibility and speed at the lowest aggregate cost.

## About the Role

### Major accountabilities:

- Responsible for timely delivery of assigned activities -Responsible to track suppliers and partner for effective and efficient delivery of projects -Contribute to service / platform strategy development -Utilizing our project and qualification frameworks to implement run and optimize our multiload infrastructures in a compliant and continues way -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt .
- Distribution of marketing samples (where applicable)

### Key performance indicators:

- Stable compliance secure measured by Availability Performance Capacity Metrics.
- Responsiveness and Recovery Speed of critical incidents / issues in business.
- Automation led Programmable Infrastructure and Platform Services

### Minimum Requirements:

#### Work Experience:

- Strong negotiation and analytical skills.
- Project Management.
- NA.
- Operations Management and Execution.

#### Skills:

- Communication Skills.
- IT Infrastructures.
- IT Operations.

- IT Service Management.
- Problem Solving Skills.
- System Integration.
- Vendor Management.

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other.

Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

<https://www.novartis.com/about/strategy/people-and-culture>

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<https://talentnetwork.novartis.com/network>

Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Job Type

Full time

Employment Type

Regular

Shift Work

No

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1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Hyderabad-Office/Sr-Spec-DDIT-IES-Infra-Services\\_REQ-10006099](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Sr-Spec-DDIT-IES-Infra-Services_REQ-10006099)
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