

# Sr. Special. DDIT IES O365 eDLS Ops

Job ID  
REQ-10008105  
May 29, 2024  
Mexico

## Summary

-Own solution development in the respective area, through operational steady state managing the operations/delivery/design and engineering of all service and systems in scope, ensuring stability and integrity, and meeting customer service levels.

## About the Role

### Major Accountabilities

- Actively contribute to professional and reliable technology delivery for business systems, platforms, and processes for business domain/function(s) in scope.
- Actively contribute to on time, within budget, compliant, secure, and quality delivery of portfolio/ respective engagements.
- Effectively engage with the chosen SI Partner(s) and collaboratively strive to deliver business value.
- Contribute enterprise grade and state of the art Solution Design and Architecture with maximizing reusability, configurability and scalability.
- Ensure top class and state of the art engineering delivery, code management, automation and strive for highest efficiency.
- Run efficient DevSecOps for platforms, products, or systems ensuring availability and optimal performance in line with the specific role.
- Follow industry trends and emerging practices to drive agility, speed, efficiency, and effectiveness.
- Ensure the overall user experience is taken into account when designing deploying new solutions and services.
  
- Ensure adherence to Security and Compliance policies and procedures as well as with other
- Manage and maintain the roadmap and administrative configuration for our internal Legal Request Management Tool (LRMT)
- Monitor M365 and SAP BO data reports
- Investigate and facilitate the remediation of preservation issues including reenabling of accounts in APS and AD for users termed prior to preservation, and licensing users who have incorrect license types for Exchange preservation
- Review Collection requests and create cases in MSFT Purview
- Provide support to Legal and CSOC and act as a liaison between Legal and the M365 team
- Assess new features and service updates of Microsoft features and their potential impact on eDiscovery and effectively communicate to Legal/CSOC

## Languages

English

## Experiences

- Industry/ Business Exposure
- Project Management
- Working in multinational context and across countries

## Competencies

- Applied Business Insights
- Managing Change
- Organizational Savvy
- Stakeholder Engagement

## Technical / Functional Skills & Knowledge

- Consulting
- IT Governance
- Infrastructure Management
- Strategic thinking and planning
- Strong communication skills – both written and spoken
- Ability to lead meetings and manage a small global team
- M365 experience and understanding of suite of applications, specifically Exchange and Security & Compliance Center
- Ability to troubleshoot eDiscovery and M365 issues while also engaging other Novartis teams, including but not limited to APS, AD, Server, Firewall, Cloud

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Job Type

Full time

Employment Type

Regular

Shift Work

No

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