

# Sr Specialist(ITIL /ITSM - Innovation)

Job ID  
REQ-10010499  
Jun 05, 2024  
India

## Summary

Manage day-to-day operations for a set of systems, tools or applications, ensuring their stability & integrity, while meeting customer service levels.

## About the Role

Your responsibilities include but not are limited to

- Oversee end-to-end delivery of a dedicated set of systems, tools or applications and ensure their stability, integrity and business continuity.
- Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs.
- Identify, investigate, resolve incidents; report on incidents and review findings with key customers; coordinate crisis management with relevant partners, if required.
- Oversee problem management and drive identification of root causes and prevention of recurrences. Ensure that an up-to- date asset inventory is maintained & only authorized components are used; coordinate
- configuration management database changes and /or ensure that configuration items are identified, accounted, reported, verified & audited.
- Ensure proper user & access management.
- Ensure adherence to documented operational procedures and quality standards, and that
- Appropriate operational service documentation is created & accepted by stakeholders.
- Support Service / Solution Operations Manager in technical topics. Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt

## Minimum Requirements

- Manage operations for systems, tools and applications, ensuring their stability and integrity, while meeting customer service levels.
- Responsible for the following processes: incident/problem management, issue management, user/account management and knowledge management.

- Monitor all events that occur in the IT environment to allow normal operations and to detect and call out exception conditions to defined channels
- Ensure applications meet the compliance requirements. Ensure together with the Release & Deployment Expert and Technical Operations Expert that all defined in scope Configuration Items are identified, accounted, reported, verified and regularly audited. Ensure security gap remediation's are addressed and resolved with assistance from Technical Operations Expert
- Managing global & local critical applications . Oversee end-to-end delivery of a dedicated system, tools or application and ensure its stability, integrity and business continuity. Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs
- Track and manage incidents, where applicable, including. Coordinate crisis management with relevant customers, if required. Oversee problem management and drive identification of root causes as well as sufficient prevention of recurrences. Ensure proper user and access management
- Ensure appropriate operational service documentation is created and accepted by customers. Identify potential improvement areas for the owned system or application and connected services
- Maintain and ensure all application data is consistent across the various repositories. Collect and distribute knowledge about systems and services to enable effective support. Take accountability to ensure adherence with Security and Compliance policies and procedures within Operations Expert service scope. Ensure ISRM compliance requirements implementation and adherence

Why consider Novartis?

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

Learn more here:

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

**Commitment to Diversity and Inclusion:**

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

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

**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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**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

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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