

Private Cloud, Service Delivery Manager

Job ID
REQ-10010733
Jul 17, 2024
India

Summary

At Novartis, we are committed to improving patient outcomes through innovative healthcare solutions. As a Service Delivery Manager for private cloud services, you will play a crucial role in enabling our global operations by ensuring the availability, reliability, and performance of our private cloud infrastructure. In this highly visible role, you will have the opportunity to collaborate with multi-functional teams, drive continuous improvement, and contribute to the overall success of Novartis' IT strategy. If you are passionate about technology and determined to make a positive impact, we welcome you to join our team.

About the Role

Role Responsibilities:

- **Service Delivery Management:** Be responsible for the end-to-end delivery of private cloud services, including installation, configuration, maintenance, and support to meet business requirements.
- **Service Level Agreements (SLAs):** Define, monitor, and report on SLAs, ensuring that private cloud services meet agreed-upon performance indicators, uptime, and availability targets.
- **Customer Relationship Management:** Establish and maintain strong relationships with internal and external partners to understand their requirements and address any issues or concerns related to private cloud services.
- **Vendor Management:** Work closely with vendors to manage service contracts, ensure compliance, resolve issues, and drive continuous improvement in service delivery.
- **Incident and Problem Management:** Collaborate with the IT Operations team to manage and resolve incidents and problems related to private cloud services, ensuring minimal disruption to business operations.
- **Capacity and Performance Management:** Monitor private cloud infrastructure and platforms to anticipate capacity needs, optimize performance, and implement necessary upgrades or scalability measures.
- **Change and Release Management:** Coordinate and facilitate the planning, testing, and deployment of changes and releases to the private cloud environment, ensuring minimal impact on service delivery.
- **Continuous Improvement:** Lead initiatives to identify and implement process improvements, automation, and standard methodologies to enhance the efficiency, reliability, and security of private cloud services.
- **Documentation and Reporting:** Maintain accurate documentation of private cloud service configurations, processes, and procedures. Produce regular reports on service performance, incidents, and improvements.
- **Team Management:** Lead a team of private cloud specialists, providing guidance, coaching, and support to ensure their professional growth, high levels of productivity, and customer satisfaction.

Role Requirements:

- Proven experience in running private cloud services, preferably in a large enterprise environment.
- Strong knowledge of private cloud platforms, virtualization technologies, and IT infrastructure.
- Solid understanding of ITIL best practices and methodologies.
- Experience in vendor management and contract negotiations.
- Superb communication and interpersonal skills to effectively collaborate with collaborators at all levels.
- Strong analytical and problem-solving abilities.
- Ability to work in a fast-paced, global, and highly regulated industry

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

CZ02 (FCRS = CZ002) Novartis s.r.o

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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