

# Senior Specialist IT (Service Operations Expert)

Job ID  
REQ-10015423  
Dec 03, 2024  
Czech Republic

## Summary

As Senior Specialist IT (Service Operations Expert) you will manage the day to day operations of a number of applications ensuring stability and the smooth operation of the applications. A specialist for project delivery and/or operations in the given business area, you will partner with Business Stakeholders and DDIT Strategic Business Partners for demand analysis, solution proposal/evaluation and project delivery. Driving operations of systems and applications in scope (both Global and Local), ensuring their stability and integrity and meeting customer service levels.

## About the Role

- 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, escalation management, user/account management and knowledge management.
- Monitor all events that occur in the IT environment to allow normal operations and to detect and escalate 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 and critical local applications

## MAJOR ACCOUNTABILITIES:

- 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:
  - Identify, log, categorize, prioritize, resolve incidents and raise a problem if required
  - Ensure that incidents are followed up and solved appropriately
  - Manage the lifecycle of incidents and minimize their adverse impact on business operations
  - Identify, investigate, and report on incidents and review findings with key stakeholders
  - Coordinate crisis management with relevant stakeholders, if required
- Oversee problem management and drive identification of root causes as well as sufficient prevention of

recurrences

- Ensure adherence to documented operational procedures to maintain system integrity
- Ensure that configuration items are identified, accounted, reported, verified and audited (where applicable)
- Ensure proper user and access management
- Ensure appropriate operational service documentation is created and accepted by stakeholders
- 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
- Coordinate fulfilment of service requests and conduct monitoring, tracking and reporting
- Responsible for capacity and life cycle management for the systems, tools under his/her accountability
- Take accountability to ensure adherence with Security and Compliance policies and procedures within Operations Expert service scope
- Ensure ISRM compliance requirements implementation and adherence

### **Requirements:**

- Degree in Engineering, Information Technology or related field.
- Good communication skills
- Fundamental ITIL knowledge
- Strong in providing and designing infrastructure solutions
- Good understanding on infrastructure assets and how they are managed currently
- Know-how on technical application enterprise landscape
- Good experience in SaaS Cloud Application Management
- 5+ years of IT experience and good awareness of all IT processes (ITIL)
- Experience in Transformation Planning and Execution
- High level of customer focus with proven problem solving skills
- Experience in managing IT Management Tool suite and Process services
- Manage both IT and Non-IT customers
- Experience of working in IGM classified environment

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Division

Operations

Business Unit

CTS

Location

Czech Republic

Site

Prague

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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