

# Sr Spec -IP Telephony

Job ID  
REQ-10016822  
Aug 15, 2024  
India

## Summary

-Individual contributors executing tech governance processes and oversight Or Individual contributors executing service operations processes and oversight

## About the Role

### Major accountabilities:

- Successful execution of service operations and or technology governance in accordance with service operations and management processes.

### Key performance indicators:

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

### Minimum Requirements:

#### Work Experience:

- Financial Management.
- Functional Breadth.
- Operations Management and Execution.
- Project Management.
- Technical knowledge.

#### Skills:

- Communication Skills.
- Incident Management.
- IT Governance.
- IT Infrastructures.
- IT Service Management.
- Network Monitoring.
- Performance Management.
- Planning.
- Problem Solving Skills.
- Risk Management.
- Vendor Management.

## Languages :

- English.

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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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