

# Application Support Manager. DDIT US&I Service Management Medical

Job ID

REQ-10038663

März 12, 2025

Mexiko

## Zusammenfassung

- Drive end-to-end IT Service Management including all ITIL Processes, Service Operations as well as operational quality management with continual service improvement and supplier operational governance
- Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered often on 24X7 basis as per shifts.
- Manage a service operation with standardized services, processes, and tools to provide efficient, high quality services
- Meet customer and internal IT service levels and proactively drive continuous service improvement collaboration with the Service excellence team of the Function
- Contribute to enabling operational excellence and continuous improvement in the Service quality across DDIT.

Drive the delivery of the service ensuring delivery to SLA and Service continuity meeting the consumer needs

## About the Role

### Key Responsibilities:

- Manage operations for systems, tools and applications, ensuring their stability and integrity, while meeting customer service levels. 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 indents, 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 partners. 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 their accountability. Take accountability to ensure consistency with Security and Compliance policies and procedures within Operations Expert service scope. Ensure ISRM compliance requirements implementation and alignment

### **Main Requirements:**

- Graduate in related field preferably BTech or higher/ MCA from a reputed institution or required technical experience • Certified in ITIL and/ or Quality and Security.
- English Proficiency
- +7 years of relevant experience in IT Service Management or related roles. ITIL Foundation Certification would be added advantage.
- Experience in supporting Business Applications Proficiency in using ITSM tools and platforms, such as ServiceNow etc.
- Experience in handling and resolving incidents, including coordinating with vendor support teams and business or other stakeholders.
- Proficiency in creating and maintaining application life cycle documentation. Experience in handling incident escalations and resolving incidents.
- Applied Business Insights, Project Excellence, Interpersonal Savvy, Proven Ability to Develop trust-based relationships with key regional stakeholders
- IT Service Level Management, Cost-Effective Spend Management, Negotiating, Effective Communication, Quality Assurance, Management of Ambiguity and Uncertainty, IT Incident & Problem Management, Quality Management & Standards, IT Governance

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Abteilung

Operations

Business Unit

CTS

Ort

Mexiko

Website

INSURGENTES

Company / Legal Entity

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

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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