NOVARTIS

Sr. Spec. DDIT IES Database Services

Job ID
REQ-10019209
Ago 27, 2024
México

Resumen

The Database Service Delivery Lead is a pivotal role that ensures the efficient delivery of database services, with a primary focus on Oracle Databases and a secondary focus on MS-SQL. This role requires hands-on experience in managing escalations, maintaining SLA/KPIs, and collaborating with Database Operations leads to support US region coverage. An understanding of AWS RDS is an added advantage.

About the Role

Job Summary: The Database Service Delivery Lead is a pivotal role that ensures the efficient delivery of database services, with a primary focus on Oracle Databases and a secondary focus on MS-SQL. This role requires hands-on experience in managing escalations, maintaining SLA/KPIs, and collaborating with Database Operations leads to support US region coverage. An understanding of AWS RDS is an added advantage.

Key Responsibilities:

- Lead the database service delivery activities, ensuring adherence to Novartis standards and high-quality support for Oracle and MS-SQL databases.
- Handle escalations effectively, ensuring compliance with SLAs and KPIs.
- Work closely with Database Operations leads to provide seamless service delivery across the US region.
- Offer suggestions and solutions in line with Novartis standards when required.
- Utilize ITSM processes to enhance service delivery and drive continuous improvement.
- Manage major incidents and collaborate with external vendors to resolve operational challenges.
- Drive database operations service improvements through innovative solutions and best practices.
- Respond to Novartis application/project teams' service requests on time and deliver quality services.
- No internal or external resource management.
- Manage database services provided by a third-party vendor.

Qualifications:

- Mandatory prior experience in Oracle Database management is required, with a good understanding of MS-SQL.
- Experience with AWS RDS and cloud database management is highly desirable.
- Proficient in ITSM processes.
- Excellent English communication skills, both written and spoken.
- Capable of leading major incident responses and working effectively with external vendors.

Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Relevant certifications in Oracle and MS-SQL are preferred.
- A minimum of 10+ years of experience in database management, with a proven track record in Oracle Database service delivery.

Languages :

- English.

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