NOVARTIS

Assoc. Dir. DDIT S&G Solution Delivery

Job ID
REQ-10034214
Dic 19, 2024
India

Resumen

Strategy & Growth's role is to bring an enterprise-wide, unified view of Novartis' strategy across the RDC continuum and guide the companies' planning and execution. Imagine the IT partnership opportunities you could bring!

• 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 remediations are addressed and resolved with assistance from Technical Operations Expert
• Managing global & local critical applications

About the Role

Key Responsibilities:

- 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

Education:

- Engineering Degree, preferable in Information Technology
- 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

Experience / Professional requirements

- 7+ years of IT experience
- Good awareness of all IT processes (ITIL)
- Experience in Transformation Planning and Execution
- Understanding of DevOps tools, CI / CD pipeline, release pipelines
- Good communication skills
- Problem-solving skills
- Experience in managing IT Management Tool suite and Process services
- Managed both IT and Non-IT customers
- Experience of working in GxP classified systems is an added advantage

Commitment to Diversity & Inclusion:

We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities.

Please include the job requisition number in your message.

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

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: https://talentnetwork.novartis.com/network

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

División

Operations

Business Unit

CTS

Ubicación

India

Sitio

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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