

# Sr Specialist, MDM Operations

Job ID  
391893BR  
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Inde

## Résumé

Building relationships with millions of customers around the world requires effective management of customer profiles from across the enterprise. The MDM Products team provides the tools and resources to bring together information from dozens of systems to provide a seamless customer experience and enable operations and advanced analytics

## About the Role

Role Title: Sr Specialist, MDM Operations  
Location: Hyderabad

### Role Purpose:

Building relationships with millions of customers around the world requires effective management of customer profiles from across the enterprise. The MDM Products team provides the tools and resources to bring together information from dozens of systems to provide a seamless customer experience and enable operations and advanced analytics

This role requires an experienced operations associate to oversee critical Master Data Management (MDM) products and operations within the Data Digital and IT (DDIT) function supporting Novartis' commercial business units. You will partner with stakeholders from within the commercial business, IT, and other internal and external partners for service management.

### Roles and responsibilities:

- Deliver on IT Service Management for commercial MDM line across ITIL process, Service Operations along with continual service improvement and supplier operational governance.
- Manage service operations for MDM solutions with standardized services, processes and tools to provide efficient, high quality services. This role will analyze and identify improvement opportunities in existing processes, procedures, and drive for improvement using Process simplification or Automation.
- Provide analytical report for a periodic Supplier Governance calls ensuring they deliver quality services, meet all KPIs and SLAs along with CSAT targets.
- Work on process simplifications and improvement areas to ensure efficient operations delivery and a stable IT environment.
- Ensure that relevant attributes are correctly maintained in the Configuration and Asset Mgmt. System.
- Develop and govern processes to effectively manage both internal and external audits, including audit stakeholder management, remediation tracking, status reporting and lessons learnt sharing. Act as the SPOC for both internal and external audit teams across the organization and coordinate respective activities.
- Monitor compliance of the NVS vendors to defined governance structure and ensure expected value is

delivered.

- Conduct periodic internal reviews or audits to ensure that compliance procedures are followed.
  - Conduct or direct the internal investigation of compliance issues.
  - Provide day-to-day support, guidance and insights to real-time quality/compliance issues and escalations.
- Maintain a Security Calendar to facilitate tracking security requirements, Security reminders and frequency of Tests in order to stay on track.

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.*

Role Requirements :

Essential Requirements:

Education & Qualifications

- Bachelor's degree or equivalent experience in a computer science, engineering or information technology discipline.

Experience

- 8+ years IT experience
- Experience of working effectively in an agile product environment.
- Experience of working with vendors to achieve performance objectives
- Ability to develop relationships with key stakeholders all over the world.

Desirable:

- Experience with or understanding of leading MDM technologies, Reltio (preferred), Informatica, or EBX.
- Experience with AWS.
- Familiarity with global pharmaceutical data sources, including (e.g., OneKey, Ampco, Medidata)
- Experience with Commercial data and relationships between data entities is highly desirable.
- Effective communications style with the ability to influence local and global teams and increase the awareness of the value creation of solutions you are implementing.

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

**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>

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Division

Operations

Business Unit

CTS

Emplacement

Inde

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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