

# Spec. DDIT IES Cloud Engineering

Job ID

REQ-10018140

Apr 15, 2024

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## Résumé

Responsible for building and administering Azure public cloud platform aligning to Novartis security and compliance, requirements and to develop, qualify and maintain Infrastructure as Code Pipelines using Azure DevOps.

## About the Role

- **Responsibilities and Required Technology Skills:**

- Deploy and administer Cloud infrastructure (Azure or GCP) using IaC tools such as Terraform, YAML, ARM to automate Cloud Infrastructure deployments following DevOps Methodologies.
- Provide technical support to Cloud Platform Users to diagnose and resolve issues related to deployments, network connectivity etc. to minimize downtime and improve system reliability.
- Implement and optimize ITIL-based ITSM processes including Incident Management, Problem Management, Change Management, Service Request Management, and Knowledge Management.
- Track and manage incidents & Changes where applicable, including: Identify, log, categorize, prioritize, resolve incidents and raise a problem if required.
- Ensure compliance with global ITSM and Operational processes and procedures to maintain system integrity.
- Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs.
- Execute assigned tasks within given timeframes, prioritize work effectively, and manage multiple responsibilities simultaneously

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- **Additional Skills:**

- Basic Knowledge of agile (i.e., scrum, Kanban) methodologies and comfortable with working as part of an agile team.
- Able to write the technical/user documentation.
- Able to adapt to a fast-paced work environment with minimal supervision.
- Capable of adhering to instructions and working efficiently within a team environment.
- Problem Solving: Ability to analyse and resolve complex Cloud infrastructure resource and application deployment issues.

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- **BASIC QUALIFICATIONS:**

- Bachelor's degree in computer science, Information Technology, or any other equivalent field.
- Minimum 2-3 years of work experience in infrastructure development or in Cloud Technologies (Azure/GCP).
- Fair understanding of cloud computing concepts and technologies, preferably with practical experience

working with one or more cloud platforms (Azure, GCP).

- Experience with continuous integration & deployment tools, such as Jenkins, Azure DevOps and GCP Cloud Build
- Good knowledge and hands-on experience with programming languages such as Python and scripting languages like PowerShell/Bash.
- Familiarity with ITSM concepts and ITIL framework.
- Excellent English communication skills (both written and verbal)

**Certification:**

Mandatory (Any one)

- Azure Fundamentals (MAZ900)
- GCP - Associate Cloud Engineer
- ITIL v3/v4 Foundation Certification is a plus but not mandatory.

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Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

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Division

Operations

Business Unit

CTS

Emplacement

Inde

Site

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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