

# Backbone Messaging Support Senior Specialist

Job ID

REQ-10027999

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## Résumé

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

#LI-Hybrid

This role involves managing gateway mail cleansing solutions, anti-malware, and spam. The specialist is responsible for interfacing mail technologies like SPF, DKIM, and DMARC, maintaining a stable environment using ProofPoint technologies, and supporting merger and acquisition activities related to O365 Exchange Platform integration. Additionally, the role includes providing fourth-level support for SMTP issues and ensuring effective collaboration and training for external support team members.

## About the Role

### Your key responsibilities:

- Responsible for gateway mail cleansing solutions, anti-malware, spam. For all interfacing mail technologies e.g. SPF, Dkim, Dmarc
- Responsible for maintaining a stable environment by leveraging ProofPoint technologies such as TAP, Imposter module, EFD, SER (email Fraud Defense)
- Supports merger and acquisition activities (i.e. O365 Exchange Platform integration and divestiture)
- Provides fourth level support and operations for all SMTP related issues. Provides daily support direction and communications to external support team members within area of responsibility.
- Ensure external support team members have appropriate trainings, processes and tools necessary to perform job functions. Monitors operations status and provides detailed reports as appropriate
- Ensure effective collaboration between team members and other support teams within the TIS organization (i.e. – issues, resolutions, planned service interruptions etc.)
- Reviews and ensures compliance of technical operating instruction manuals, system documentation, work instructions, processes, standards and procedures.
- Execute change management activities as required. Contributes/supports an environment which fosters a high-performance and innovative organization

### Your key responsibilities:

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.*

## What you'll bring to the role:

- At least 6 years of IT experience in operations and system management tasks. Knowledge of PowerShell and scripting an advantage.
- 3+ experience in messaging including good knowledge of SMTP mail routing, DNS, MX records, SPF, Reverse Lookup etc.
- More than 3 year experience supporting a globally spanned (international) environment and 3 year proven leadership experience is a plus.
- Proven capability to work in an organization with direct and indirect reporting lines in a matrix set-up
- Ability to communicate effectively and motivate team members. Proven track record working with multinational teams Exposure to Office365 and Microsoft Exchange.

## 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:

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Public Transportation Allowance; MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

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## Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. 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>

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