NOVARTIS

Senior Principal Product Operations Manager

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REQ-10010783
Set 19, 2024
India

Sommario

Biomedical Research (BR) is the global pharmaceutical research organization of Novartis. With approximately 6,000 scientists and physicians around the world, our research is focused on discovering innovative new drugs that will change the practice of medicine. We have an open and entrepreneurial culture, encouraging collaboration to make effective therapies. At BR, our mission is to discover innovative medicines that treat disease and human health. To do that, our scientists need cutting-edge, state-of-the-art computing systems. With Research Informatics (RX), BR is making a strategic investment into informatics capabilities and is positioning itself to deliver the systems and services that are critical to the future of drug discovery.

About the Role

Purpose of the Role:

Novartis' Biomedical Research (BR) Informatics (RX) group is establishing a strong presence in India, and we are seeking **multiple proactive and versatile professionals** in the role of IT Product Operations Manager.

As an IT Product Operations Manager, you co-lead and manage, together with a Product Manager and a Tech Lead, complex, globally deployed, high-impact software solution. In the co-lead context, you are accountable for all aspects of the software operations from providing operational perspective, user-support, maintaining stable and secure systems, to increasing the value and operational excellence of the product.

Major Accountabilities:

As a co-lead and a member of a cross-functional, matrixed team, consisting of software and data engineers, business analysts, designers and user supporters, your primary responsibilities will include:

- Owning all operational aspects of operations for one or more software applications within the product, including stable operations and infrastructure
- Mitigating operational risks and manage incident detection and resolution
- Manage incidents and troubleshooting, including investigating and solving recuring incidents
- Providing end-user support, communication, knowledge-base documentation, and trainings
- Leading Vulnerability management efforts, ensuring security, compliance, usability, performance, and sustainability requirements are met
- Ensuring license compliance, applying patches, and managing roll-out and upgrades
- Guiding and coordinating small teams of external application supporters, ensuring effective prioritization of operational activities,
- Monitoring key system performance metrics and facilitating operational excellence of the product, ensuring cost-effectiveness and sustainability, including external resourcing and process automation

- Ensuring adherence to Novartis global Information Security and Quality standards and policies for all products/services.
- Ensuring regulatory Compliance (e.g., GLP & GCP) standards and policies for GxP products/services, where applicable
- Ensuring operational activities and outcomes are reflected on product roadmaps
- Engaging with other product teams within and across product lines to leverage operational synergies

Experience Requirements (Core Skills and Capabilities):

- Experience in, software support, IT operations or software development in complex business environments
- Highly collaborative, proven experience as a team player
- Familiarity with Agile software development and SDLC
- Strong communication skills
- Knowledge of Information Technology Service Management (ITSM)
- Familiarity with DevOps tools
- Windows or Linux OS
- Awareness of authentication protocols
- Knowledge of cloud environment and services (AWS - Amazon Web Services, Azure)
- Experience in a drug discovery or scientific research setting preferred
- For product specific requirements, please see below

Education and Qualification Requirements:

- +7 years relevant subject matter expertise, obtained through experience or education in software support or operations in a complex environment.
- Experience in IT or informatics
- Familiarity with drug discovery research or life sciences
- Bachelor's degree in a technology or scientific subject

Language Requirements:

- English fluent

Product specific expertise:

Below is a list of our currently open roles and their additional associated skills that we are looking for:

1) Visualization and Analytics: Suite of applications, primarily Tibco Spotfire as a self-service platform. Enabling scientists to seamlessly visualize & analyze scientific data.

In addition to general requirements, the following:

Familiarity with Spotfire or similar self-service visualization tools (e.g. Tableau, Qlik, PowerBI). Familiarity with technologies (AWS, ITSM, OAuth/Azure authentication, network, SSL, SQL, databases, Terraform, Chef, Jenkins, BB, .NET, Python, Tomcat, Linux, Windows). Experience using or administering Spotfire and domain knowledge in life science industry desirable. IT project management skills, particularly in DevOps a plus.

2) Research Data Portal: Suite of applications, to search, analyze and report both internal and external scientific data, with integrated data pipelines.

In addition to general requirements, the following:

Experience/understanding of scientific data, supporting python data pipeline, fluent in python and SQL, and experience with Linux OS. Familiarity with workflow management platform e.g. Apache Airflow. Strong root-cause analysis and communications skills.

3) Sample Shipping and Compliance Logistics: Suite of applications, supporting shipping, packaging, trade compliance and controlled substance compliance for Biomedical Research.

In addition to general requirements, the following:

AWS and RDBMS/SQL experience, Scripting, bash/JavaScript. Code analysis and debugging skills. Experience with REST API (Postman), DevOps (Terraform, Jenkins, CI/CD), knowledge of ETL (Extract, transform, and load) and Workflow Tools a plus.

4) Automation System Integration: Suite of applications that integrate lab automation systems with the central informatic ecosystem for Biomedical Research.

In addition to general requirements, the following:

AWS and RDBMS/SQL experience. Experience with related Enterprise Service BUS systems (ESB), code analysis and debugging skills a plus.

5) Screening Workflows: Suite of applications, enabling innovation in screening technologies and rapid sample processing.

In addition to general requirements, the following:

Good understanding of application development (SDLC). Proven ability to provide end-user support and training. Familiarity with any Java, Python, JavaScript, SQL, .NET, AWS, Jira, Confluence, SNOW or a background in cheminformatics background a plus.

6) New Modalities and Innovation: Suite of applications to support new scientific modalities (like xRNA, RLTs, chemically modified peptides) and develop innovative scientific workflows.

In addition to general requirements, the following:

Very strong organizational, operational, and communication skills. Experience with QA testing. Good understanding of application development (SDLC). Experience with HELM, MOL files, vendor management, or a chemistry background a plus.

7) Study Management and Logistics: Suite of applications for study and animal management systems, and sample registration for preclinical and clinical domain

In addition to general requirements, the following:
Solid foundation and experience in supporting biosafety, animal, and human research software solutions for complex regulatory environments. Good understanding of application development (SDLC) with a focus on sample registration systems. Prosses broader knowledge of architecture with good troubleshooting skills and customer focused. Good understanding of CSV and GxP validation preferred.

8) RX Collaboration: Suite of applications facilitating cross-functional and cross-divisional collaboration for new value deliveries.

In addition to general requirements, the following:
Familiarity with Atlassian Confluence (Data Center) and the portfolio of collaboration solutions on the Microsoft

M365 platform. Proficient in Enterprise IT application support (Security, Vulnerability, Compliance, Standard Operations). Strong understanding of Atlassian Confluence (Data Center) and the portfolio of collaboration solutions on the Microsoft M365 platform. Familiarity with SQL database, SAML SSO and/or other authentication and authorization protocols, and Microsoft Graph and how it relates to content governance a plus.

9) RX Operations: Suite of applications ensuring Research Informatics (RX) operates with high standards and efficiency.

<u>In addition to general requirements, the following</u>:

Proficient in the following application portfolio:

- ITSAM (IT Software & Asset Mgt) systems
- Business Process mgt systems.
- Application Portfolio mgt systems.
- Resource Management systems.

Solid experience in Application support (IT Maintenance scheduling & coordination). Customer focus. Experience working under strict ITSM guidelines (Change mgt, Incident mgt, Release mgt).

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

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IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
Research & Development
Job Type
Full time
Employment Type
Regular
Shift Work
No

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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

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