# Sr. Spec. DDIT IES Infra. Services -Windows

Job ID
REQ-10016833

8   12, 2024

India

-Specialist/Engineer for a Novartis Core Infrastructure Services Engineering team. -Is supporting execution continuous improvement service delivery and operations of a specific function /plattform. OR supports developing and mantaining a technology roadmap according to the respective Service Strategie of a specific function/plattform. -Perform the operational health deployment and lifecycle of the technology and/or platform solutions OR Design and deploy technology solutions and/or act as L4 support during major and critical incidents. -Automation of service deployments and management to enable modern delivery flows including DevOps and SRE with a goal of providing efficiency. flexibility and speed at the lowest aggregate cost.

## About the Role

Major accountabilities:

- Responsible for timely delivery of assigned activities -Responsible to track suppliers and

partner for effective and efficient delivery of projects -Contribute to service /platform strategy development -Utilizing our project and qualification frameworks to implement run and optimize our multiload infrastructures in a compliant and continues way -Reporting of technical complaints /adverse events /special case scenarios related to Novartis products within 24 hours of receipt.

- Distribution of marketing samples (where applicable)

Key performance indicators:

- Stable compliance secure measured by Availability Performance Capacity Metrics.
- Responsiveness and Recovery Speed of critical incidents /issues in business.
- Automation led Programmable Infrastructure and Platform Services

Minimum Requirements:
Work Experience:

- Strong negotiation and analytical skills.
- Project Management.
- NA.
- Operations Management and Execution.

Skills:

- Communication Skills.
- IT Infrastructures.
- IT Operations.
- IT Service Management.
- Problem Solving Skills.
- System Integration.
- Vendor Management.

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

Operations

Business Unit
CTS

India

Hyderabad (Office)

Company /Legal Entity
IN10 (FCRS = INO10) Novartis Healthcare Private Limited

Job Type
Full time

Employment Type
Regular

Shift Work
No

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