Service / Solution Operations

Job ID
REQ-10031423

12 02, 2024

India

-Contribute to the day-to-day management of a set of systems, tools or applications, ensuring their stability and integrity, while meeting customer service levels.

About the Role

Major accountabilities:

- Experience in design, implementation, and support of Splunk/Splunk cloud (Indexers, Forwarders, and Search-Heads Setup etc.)
- Enablement of log / metric flow to Splunk from source systems / locations
- Data parsing, enrichment, filtering through props transforms
- Working to ensure availability of data sources with UFs, Heavy Forwarders and movement of data into Splunk Cloud
- Performing required source tool integrations supported by Splunk

- Enabling Role based access for appropriate stake holders
- Creating and distributing Alerts to appropriate Event Management ecosystems
- Experience with implementing and administering Splunk Cloud
- Experience with Linux and Windows agents for Splunk administration with a solid understanding of the Splunk system
- Ability to create operations documentation for maintaining the Splunk infrastructure
- Modification of existing frameworks for optimized Splunk cloud performance
- Troubleshooting Splunk performance issues /Opening support cases with Splunk
- Monitor the Splunk infrastructure for capacity planning and optimization
- Troubleshoot log feeds, field extractions, search time, etc.
- Provide Granular, Role-based Security
- Experience in onboarding new data, Inputting new information, Creating new dashboards, Extraction info through splunk
- Report generation ad customization - Creating visualizations and dashboards with Descriptive and Diagnostic themes
- Good understanding with virtualization technologies (Hypervisor, VMware, etc.)
- Scripting experience - PowerShell, Perl, Python, Java, Shell scripting (Minimum Two)

Key performance indicators:

- Quality of service provided
- Adherence to SLAs
- Operational efficiency

Minimum Requirements:
Work Experience:

8+ years work experience majorly in Splunk development, admin

Skills:

- Functional Skills:
  1. Demonstrates expert knowledge and awareness of the Splunk Enterprise ITSI technology and delivery methodology;

  Technical Skills:
  1. Expert level understanding of Splunk enterprise ITSI software in the capacity of Infrastructure Application monitoring, Anomaly Detection, Predictive analytics using Splunk Machine learning tool kit, Event management Correlation Analytics engine.
  2. Skills in technical areas which support the deployment and integration of element monitoring tools with Splunk based solutions, Splunk ITSI, Apps and Add-ons for monitoring and data integrations- including Infrastructure, Network, OS, DB, Middleware, Storage; Application, Virtualization, Cloud Architectures etc.
  3. Integration experience of Splunk with ITSM Solution viz. Service Now is required for automating incident management workflows CMDB for enrichment, escalation and topology synchronizations.
  4. Experience with ITIL Event management best practices including DevOps framework for ITOps
  5. Multiple Programming languages viz. Java scripting, Python, shell scripting based development is preferred

6. Holds Splunk certification Architect Admin level is preferable

Soft Skills:
1. Has good written and verbal communication skills.
2. Solution oriented mindset
3. Prioritizes and manages time to deliver on commitments.

Languages :

- English.

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Operations

Business Unit
CTS

India

Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = INO1O) Novartis Healthcare Private Limited

Alternative Location 1
INSURGENTES, Mexico

Alternative Location 2
Prague, Czech Republic

Functional Area
Information Technology

Job Type
Full time

Employment Type
Regular

Shift Work
No

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Accessibility and accommodation

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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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