Associate Director DDIT ISC SecOps Access&Auth. • ISC Access Management & Authentication

Job ID
REQ-10032889

1   16, 2025

India

-Oversees governance and operations of Identity and Access management services in accordance with established processes.

About the Role

Job Description

Your responsibilities include, but are not limited to:

• Oversees identity and access management services offered to customers inside and outside of Novartis global IT Infrastructure.

• Oversees processes and resources delivering identity and access management services, ensuring the coordination of these teams in overall planning activities, service delivery, and issue resolution.
• Supports that all global supporting components of the service, including any associated SLAs, OLAs and UCs are managed as an integrated service.
• Supports and delivers overall continuous improvement, cost reduction and performance of the services.
• Assists with the regional and global monitoring, reviewing and reporting of performance against the SLA/OLA service and/or portfolio.
• Performs service reviews, qualifications and self assessments to e.g. ensure conformance with service-, quality-, audit, compliance, security and SOX requirements and industry best practices (Inhouse Operations, Third Party Suppliers and external Service Providers).
• Assists with the planning, (with Architecture, and Governance) to establish the overall services and the services delivery roadmaps.
• Ability to get involved with engineering and/or development activities to ensure timely delivery of objectives.

Minimum requirements

What you'll bring to the role:

- University working and thinking level, degree in computer science or comparable education and experience with 10 (or more) years of IT experience
- Excellent understanding of Identity and Access Management concepts.
- Engineering (L3), Developer (coding) and Operations experience with Oracle Identity Manager (OIM).
- Experience in Onboarding of applications on OIM IAM tool.
- Experience is managing 24*7 Operations support and Engineering/developer activities of OIM.
- Engineering (L3) or Developer (coding) or Operations experience in Saviynt will be preferred.
- Experience in Onboarding of applications on Saviynt will be preferred.
- Other knowledge like Active Directory, Azure MFA or Cyberark is added advantage.
- Experience with regulatory frameworks, such as SOX, GxP, or similar.
- Proven ability to manage multiple projects, initiatives, and deliverables which may involve service providers.
- To be constantly strive for business excellence and improvement
- To be customer aware by effectively listening, anticipating customer needs, and sharing customers concerns

Languages:

- English.

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

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Operations

Business Unit
CTS

India

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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