

Spec. DDIT IES Cloud Engineering

Job ID

REQ-10018140

Jan 16, 2025

India

Summary

Responsible for building and administering Azure public cloud platform aligning to Novartis security and compliance, requirements and to develop, qualify and maintain Infrastructure as Code Pipelines using Azure DevOps.

About the Role

- **Responsibilities and Required Technology Skills:**
- Deploy and administer Cloud infrastructure (Azure or GCP) using IaC tools such as Terraform, YAML, ARM to automate Cloud Infrastructure deployments following DevOps Methodologies.
- Provide technical support to Cloud Platform Users to diagnose and resolve issues related to deployments, network connectivity etc. to minimize downtime and improve system reliability.
- Implement and optimize ITIL-based ITSM processes including Incident Management, Problem Management, Change Management, Service Request Management, and Knowledge Management.
- Track and manage incidents & Changes where applicable, including: Identify, log, categorize, prioritize, resolve incidents and raise a problem if required.
- Ensure compliance with global ITSM and Operational processes and procedures to maintain system integrity.
- Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs.
- Execute assigned tasks within given timeframes, prioritize work effectively, and manage multiple responsibilities simultaneously
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- **Additional Skills:**
- Basic Knowledge of agile (i.e., scrum, Kanban) methodologies and comfortable with working as part of an agile team.
- Able to write the technical/user documentation.
- Able to adapt to a fast-paced work environment with minimal supervision.
- Capable of adhering to instructions and working efficiently within a team environment.
- Problem Solving: Ability to analyse and resolve complex Cloud infrastructure resource and application deployment issues.
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- **BASIC QUALIFICATIONS:**
- Bachelor's degree in computer science, Information Technology, or any other equivalent field.
- Minimum 2-3 years of work experience in infrastructure development or in Cloud Technologies (Azure/GCP).
- Fair understanding of cloud computing concepts and technologies, preferably with practical experience

working with one or more cloud platforms (Azure, GCP).

- Experience with continuous integration & deployment tools, such as Jenkins, Azure DevOps and GCP Cloud Build
- Good knowledge and hands-on experience with programming languages such as Python and scripting languages like PowerShell/Bash.
- Familiarity with ITSM concepts and ITIL framework.
- Excellent English communication skills (both written and verbal)

Certification:

Mandatory (Any one)

- Azure Fundamentals (MAZ900)
- GCP - Associate Cloud Engineer
- ITIL v3/v4 Foundation Certification is a plus but not mandatory.

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Division

Operations

Business Unit

CTS

Location

India

Site

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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