

# Sr. Spec. DDIT IES DB & MW Services - Operations

Job ID  
REQ-10028960  
Jan 16, 2025  
India

## Summary

Support and provide the management of application infrastructure including application installation, deployment and Operational management of the application infrastructure.

## About the Role

### Roles and Responsibilities:

- Adherence to the Novartis IT quality standards
- Follow Information Security aspects in everything you do. Security is essential to our operations
- Collaborate closely with Program leads and application managers to understand the application architecture and projects they are working on to support from a Privilege Access Management perspective.
- Contribute to upfront planning, scheduling, and successful deployment of releases to Qualified environment (QA, Pre-Prod, & PROD) in a controlled and systematic way to meet service levels and avoid any impacts on existing services.
- Maintain operational Service Catalog and ensure consistency between the Catalog and the overall service portfolio.
- Ensure that IQ, OQ, SOPs, and WI's are created and accepted by the Business and Stakeholder teams for seamless BAU operations.
- Build and adapt different application deployment strategies such as Blue / Green deployments.
- Specify, document, and develop new product features and write automating scripts
- Solid organizational skills including attention to detail and multitasking skills
- Be accountable for all aspects of deployment, technical operations, communications (internal and external), status reporting and resource management (internal and partners)

### Skills/Requirements:

- Bachelor's degree in Engineering, Minimum 8-10 years of overall experience
- Apply On-Prem and Cloud (AWS/Azure) computing skills to deploy software upgrades and fixes
- Knowledge of service management tools like SNOW, JIRA, Service Level Agreements and KPIs, Escalation Management, Customer Relationship Management, Establishing governance & Resource management
- Strong experience with Linux-based infrastructures, Linux/Unix administration and Windows administration.
- Work with CI and CD tools, and version control such as GIT and SVN.
- Docker & Containerization skills
- Knowledge of scripting languages such as Python, Bash, PowerShell, YAML, and Groovy

- Experience in monitoring tools such as Splunk and AppDynamics.
- Expertise in traditional and Agile methodologies
- Stay current with industry trends and source new ways for our business to improve.
- Stellar troubleshooting skills with the ability to spot issues before they become problems.
- Strong communication skills

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**Commitment to Diversity and Inclusion:** 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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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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