

Sr. Specialist DDIT OPS Sol. Del. SC Planning

Job ID
REQ-10036602
Feb 12, 2025
India

Summary

As a Sr. Specialist DDIT OPS Sol. Del. SC Planning, you will partner with following main stakeholders; business process owners, super users, vendor leads for support services and various IT teams stakeholders as per highly integrated systems landscape.

Your will be tightly integrated in growing SC planning IT team and closely work with our team members to deliver business value, assist them in clearing impediments in consideration of Sprint commitments and help meet delivery and continuous improvement goals. You will also work with Project teams, Project Managers, Solution Design and Business Stakeholders to ensure we have a detailed understanding of operations status, System Lifecycle management principles & roadmap and change management strategy.

About the Role

Major accountabilities:

- Your responsibilities encompass a variety of tasks, including but not limited to:
 - Own, oversee and manage operations of systems and applications in scope, ensuring their stability and integrity, and meeting customer service levels.
 - Oversee and manage end-to-end delivery of a dedicated system, tools or application and ensure its stability, integrity and business continuity.
 - Ensure services are delivered by different vendors to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs
 - Track and manage incidents, where applicable, including identify, log, categorize, prioritize, resolve incidents, and raise a problem if required.
 - Oversee problem management and drive identification of root causes as well as sufficient prevention of recurrences.
 - Ensure appropriate operational service documentation is created and accepted by stakeholders.
 - Identify potential improvement areas for the owned system or application and connected services.
 - Responsible for capacity and life cycle management for the systems, tools under his/her accountability
 - Take accountability to ensure adherence with Security and Compliance policies and procedures within Operations Expert service scope.
 - Act as single point of contact for vendors supporting applications in scope and manage their bandwidth, priorities or any escalations in the operations area.
 - Partner with and manage support services vendors leads to ensure fit-for-purpose resources supporting applications in scope are provided by the vendors
 - Manage operational costs for the applications in scope in terms of licenses, support costs, any

required upgrades as per system lifecycle strategy, and other applicable cost drivers.

- Plan and manage communications across all stakeholders to ensure on-time and quality monthly/weekly updates are provided to required audiences

Minimum Requirements:

Work Experience:

- Industry/ Business Exposure.
- Proven Ability to Develop trust-based relationships with key regional.
- Interactions with senior management.
- stakeholders.

Skills:

- ◦ At least 10 years of experience in information technology and/or in a business environment, great understanding of technology and methodologies as applied in the respective area.
- At least 6 years of experience in IT service operations
- Excellent leadership, facilitation and conflict resolution skills to cultivate collaboration, handle group dynamics and facilitate decision-making within the team.
- Experience in leading projects managing diverse group of stakeholders.
- Familiarity with Agile / Scrum methodology and practices, preferably in a software release planning & execution environment and good understanding on Project management tools like Devops/TFS/Jira/ServiceNow
- Effective interpersonal skills to maintain productive relationships with business teams and users who use the Kinaxis Maestro & Access Orchestrate systems.
- Effective verbal and written communication skills, with the ability to articulate sophisticated concepts and interact with collaborators at various levels.
- Flexibility to work in a fast paced, quickly changing work environment.
- Ability to operate in a global matrix environment.

Desired Skills:

- Experience with ERP / IT Solutions support operations in a large, multi-national environment with strong business process acumen, with focus on business processes enabled in APS and/or ERP platforms.
- Understanding of Kinaxis Maestro applications
- Understanding of IT and business domain (Supply Chain Planning) processes

Education:

- Bachelor's degree preferably in Computer Science, Information Systems or equivalent
- MBA (preferred)

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>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

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.

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

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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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