

# Sr. Specialist IT Solution Delivery

Job ID  
REQ-10041200  
Mar 03, 2025  
Mexico

## Summary

-Functions in line with the operating model -Proactively drive campaigns and TIS Initiatives for infrastructure relevant topics (EOL, other) -Develops and enhances relationships with key stakeholders, acting as a trusted advisor / key point of contact actively managing expectations and monitoring satisfaction levels and service adoption -Provide program management to impactful initiatives where required and their delivery in accordance with project goals, timescales, costs, Novartis methodologies and own defined approach - Understand complex IT landscapes -Influence work practices in own area of expertise across different IT domains

## About the Role

### Major accountabilities:

- Create and lead solution designs for internal customers and help scoping of requirements to meet business needs.
- Develop project rationale and perform scoping assessments to determine feasibility of projects. Understand the business requirements, design and deliver end-to-end infrastructure solutions as per Novartis Infrastructure standards
- Will be required to interact with various stakeholders at the business functional level and provide assistance on any infrastructure-related issues in collaboration with teams.
- Proficiency on AWS services like EC2, VPC, S3, RDS, Lambda, CloudFront, EBS, EFS, ASG, IAM, ELB, Data sync, Route53, EKS, ECS etc.,
- Ensure overall user experience is taken into account when designing and deploying new solutions and services. Ensure implemented solutions are according to specifications and fit for purpose
- Ensure designs produced adhere to architectural roadmap and support the development, execution and operations of software/service.

### Minimum Requirements:

- Bachelor's degree and around 10 yrs. experience with strong technical background.
- Business Fluent English.
- AWS Certified Solutions Architect certification is an added advantage
- Proven experience as an AWS Solution Architect and DevOps, preferably within the life sciences industry. Experience in infrastructure architecture and design of complex, hybrid infrastructure solutions including PaaS, IaaS and on premises datacenter.
- Must be able to work on large and complete projects in matrix environment covering wider spectrum of technologies. Candidate with strong communication and presentation skills in order to foster effective collaboration with business partners and internal teams.

- Familiarity with regulatory frameworks and standards applicable to the life sciences industry, such as GxP, HIPAA and FDA regulations.
- Strong knowledge of IT service management processes and experience in improving processes. Knowledge of IT Project management processes
- Experience leading cross functional teams and managing relationships with business customers
- Proven leadership, communication and management skills. Proven ability to understand and influence stakeholders within and across the function, building trust and driving the change agenda leveraging both the formal and the informal elements of the organization

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?  
<https://www.novartis.com/about/strategy/people-and-culture>

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Alternative Location 1

Hyderabad (Office), India

Alternative Location 2

Prague, Czech Republic

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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