

## Senior Product Operations Manager

Job ID  
REQ-10022186

1月 15, 2025

India

### 摘要

Novartis Biomedical Research (BR) Informatics (RX) is establishing a strong presence in India, and we are seeking a proactive and versatile professional in the role of Product Operations Manager. As a Product Operations Manager you co-lead and manage, together with a Product Manager and a Tech Lead, a complex, globally deployed, high-impact scientific software product. Together you ensure your Product contributes to an intentional, integrated, and capability-based product architecture and continuously increases the value defined by the strategic mandate of your Product Line to deliver significant impact to BR drug discovery

### About the Role

#### Key Responsibilities:

As a co-lead and a member of a cross-functional, matrixed team, consisting of software and data engineers, business analysts, designers and user supporters, your primary responsibilities will

include:

- Overseeing operational aspects for one or more software applications within the product.
- Mitigating operational risks through proactive incident detection and resolution.
- Managing and troubleshoot incidents, including investigating and resolving recurring issues.
- Providing end-user support, communication, knowledge-base documentation, and training.
- Leading vulnerability management efforts, ensuring security, compliance, usability, performance, and sustainability requirements are met.
- Ensuring license compliance, apply patches, and manage roll-outs and upgrades.
- Coordinating small teams of external application supporters, ensuring effective prioritization of operational activities.
- Monitoring key system performance metrics and facilitate operational excellence of the product, ensuring cost-effectiveness and sustainability, including external resourcing and process automation.
- Ensuring adherence to Novartis global Information Security and Quality standards and policies for all products/services.
- Ensuring regulatory compliance (e.g., GLP & GCP) standards and policies for GxP products/services, where applicable.
- Reflecting operational activities and outcomes on product roadmaps.
- Engaging with other product teams within and across product lines to leverage operational synergies.

## Essential Requirements

### Education & Qualifications

- University degree in computer sciences, business or similar

### Experience

- Proven experience in software support, IT operations, or software development within complex business environments.
- Highly collaborative with a strong track record as a team player.
- Excellent communication skills, including technical documentation.
- Familiarity with Agile software development and the Software Development Life Cycle (SDLC).
- Knowledge of Information Technology Service Management (ITSM).
- Experience with DevOps tools.
- Proficiency with troubleshooting in Linux-based environments.
- Foundation in Amazon Web Services (AWS) or other cloud environments.
- Understanding of authentication protocols.
- +7 years relevant subject matter expertise, obtained through experience or education in software support or operations in a complex environment
- Experience in IT or informatics
- Familiarity with drug discovery research or life sciences

## 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](mailto: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

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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部门

Biomedical Research

Business Unit

Innovative Medicines

地点

India

站点

Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Research & Development

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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