# Senior Principal Product Operations Manager (EDW-Study management and logistic)

Job ID
REQ-10022187

9   25, 2024

India

Biomedical Research (BR) is the global pharmaceutical research organization of Novartis. With approximately 6,000 scientists and physicians around the world, our research is focused on discovering innovative new drugs that will change the practice of medicine. We have an open and entrepreneurial culture, encouraging collaboration to make effective therapies. At BR, our mission is to discover innovative medicines that treat disease and human health. To do that, our scientists need cutting-edge, state-of-the-art computing systems.
With Research Informatics (RX), BR is making a strategic investment into informatics capabilities and is positioning itself to deliver the systems and services that are critical to the future of drug discovery.

Purpose of the Role:

Novartis' Biomedical Research (BR) Informatics (RX) group is establishing a strong presence in India, and we are seeking proactive and versatile professional in the role of Software Product Operations Manager for supporting Pre-Clinical and Clinical systems .

As an IT Product Operations Manager you co-lead and manage, together with a Product Manager and a Tech Lead, complex, globally deployed, high-impact software solution. In the co-lead context, you are accountable for all aspects of the software operations from providing operational perspective, user-support, maintaining stable and secure systems, to increasing the value and operational excellence of the product.

## About the Role

Roles and 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:

- Owning all operational aspects of operations for one or more software applications within the product, including stable operations and infrastructure
- Mitigating operational risks and manage incident detection and resolution
- Manage incidents and troubleshooting, including investigating and solving recuring incidents
- Providing end-user support, communication, knowledge-base documentation, and trainings
- Leading Vulnerability management efforts, ensuring security, compliance, usability, performance, and sustainability requirements are met
- Ensuring license compliance, applying patches, and managing roll-out and upgrades
- Guiding and coordinating small teams of external application supporters, ensuring effective prioritization of operational activities,
- Monitoring key system performance metrics and facilitating 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
- Ensuring operational activities and outcomes are reflected on product roadmaps
- Engaging with other product teams within and across product lines to leverage operational synergies

Experience Requirements (Core Skills and Capabilities):

- Experience in, software support, IT operations or software development in pharmaceutical domain
- Experience in a drug discovery or scientific research, or pre-clinical and Clinical setting preferred
- Solid foundation and experience in supporting biosafety, animal, and human research software solutions for complex regulatory environments.
- Good understanding of application development with a focus on sample registration systems

and system integration API.
- Prosses broader knowledge of architecture with good troubleshooting skills and customer focused.
- Good understanding of Vivarium operation and IACUC protocols
- Good understanding of CSV and GxP validation preferred
- Good understand of support model with incident and problem management, change management process
- Knowledge of Information Technology Service Management (ITSM)
- Familiarity with DevOps tools
- Windows or Linux OS
- Working experience with database, Oracle and MSSQL, SQL and PL/SQL
- Awareness of authentication protocols
- Knowledge of cloud environment and services (AWS - Amazon Web Services, Azure, SaaS)
- Highly collaborative, proven experience as a team player
- Strong communication skills
- Familiarity with Agile software development and SDLC

Education and Qualification Requirements:

- +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
- Bachelor's degree in a technology or scientific subject

Language Requirements:

- English fluent

Commitment to Diversity & Inclusion: We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

**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

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: https://talentnetwork.novartis.com/network

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: https://www.novartis.com/careers/benefits-rewards

Biomedical Research

Business Unit
Innovative Medicines

India

Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = INO10) Novartis Healthcare Private Limited

Functional Area
Research & Development

Job Type
Full time

Employment Type
Regular

Shift Work
No

Apply to Job

## 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.

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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