Sr. Spec. DDIT IES Reliability Engg

Job ID
REQ-10055117

6   18, 2025

India

-Contribute to the day-to-day management of a set of systems, tools or applications, ensuring their stability and integrity, while meeting customer service levels.

About the Role

Major accountabilities:

- Manage the delivery of one or more systems, tools or applications and ensure their stability, integrity and business continuity.
- Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs.
- Identify, investigate, and resolve incidents, report on incidents and review findings with key stakeholders.
- Address problems by driving identification of root causes and prevention of recurrences.

- Ensure that an up-to-date asset inventory is maintained and only authorized components are used coordinate configuration management database changes and /or ensure that configuration items are identified, accounted, reported, verified and audited.
- Ensure proper user and access management
- Ensure adherence to documented operational procedures and quality standards, and that appropriate operational service documentation is created and accepted by stakeholders.
- Support Service /Solution Operations Manager in technical topics -Reporting of technical complaints /adverse events /special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

Key performance indicators:

- Quality of service provided -Adherence to SLAs -Operational efficiency -Number of service requests processed -Number of incidents solved, quality of solution -Accurate recordings of alerts -Customer satisfaction -Completeness and correctness of asset inventory

Minimum Requirements:
Work Experience:

- Accountability.
- Cross Cultural Experience.
- Ambiguity.
- Collaborating across boundaries.

Skills:

- IT Service Acceptance.
- Network Support
- IT Systems Installation /Decommissioning.
- IT Customer Service Support
- IT Configuration & Asset Management
- IT Security Administration.
- IT Application /Infrastructure Management
- IT Systems Integration.
- IT Incident & Problem Management
- IT Service Level Management
- IT Capacity & Availability Management.

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

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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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Operations

Business Unit
CTS

India

Hyderabad (Office)

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

Functional Area
Information Technology

Job Type
Full time

Employment Type
Regular

Shift Work
No

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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.

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