

## Data Platform Sr. Specialist DDIT US&I D&A Operations

Job ID  
REQ-10056820

1月 29, 2026

Mexico

### 摘要

-Drive holistic IT Service Management including all ITIL Processes, Service Operations as well as Operational Quality Management oversight along with continual service improvement and supplier operational governance -Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered often on 24X7 basis as per shifts. -Manage a service operation with standardized services, processes, and tools to provide efficient, high quality services -Meet customer and internal IT service levels and proactively drive continuous service improvement collaboration with the Service excellence team of the Function -Contribute to enabling operational excellence and continuous improvement in the Service quality across TT. -Drive the delivery of the service ensuring delivery to SLA and Service continuity meeting the consumer needs

### About the Role

### Job Description Summary

- Step into a role where your expertise in data & analytics operations can shape the future of healthcare. As a Senior Specialist for Analytics and Data Science Products Operations, you'll be at the heart of Novartis' digital transformation—driving operational excellence, ensuring seamless service delivery, and enabling impactful data-driven decisions. You'll lead the charge in managing cloud-based analytics platforms, championing compliance, and optimizing service performance across global teams. If you're passionate about innovation, collaboration, and making a difference in patients' lives, this is your opportunity to thrive.

## Key Responsibilities:

- Lead operations for Data Solution Delivery, acting as the single point of contact for stakeholders.
- Drive IT Service Management across ITIL processes, service operations, and continuous improvement.
- Ensure service delivery meets SLAs, KPIs, and customer satisfaction targets.
- Govern vendor performance through compliance monitoring and analytical reporting.
- Oversee deployment and management of digital platforms supporting commercial data strategy, adopting emerging (GenAI, AI, NLP) technologies and launch products/services faster with rapid prototyping & iterative methods to prove and establish value.
- Optimize team capacity and automate processes to enhance operational efficiency.
- Collaborate across functions to ensure seamless execution and issue resolution.
- Manage internal and external audits, including stakeholder coordination and remediation tracking.
- Provide real-time support and guidance on quality, compliance, and escalations.
- Maintain security calendars and ensure adherence to security testing schedules.

## Essential Requirements:

- University degree in Computer Science, Information Management, or a related field.
- 7+ years of experience managing support operations for cloud-based data analytics platforms (AWS, Snowflake).
- Strong understanding of analytical and technical frameworks for descriptive and prescriptive analytics.
- Proven experience delivering data projects in regulated environments with a focus on compliance.
- Expertise in data lifecycle management, change management, and risk mitigation strategies.
- Familiarity with AWS, Databricks, and Snowflake service offerings, as well as emerging (GenAI, AI, NLP) technologies.
- Demonstrated ability to lead cross-functional teams and manage vendor relationships.
- Excellent communication skills with a patient- and client-focused mindset.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

部门  
Operations

Business Unit  
Information Technology

地点  
Mexico

站点  
INSURGENTES

Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area  
Technology Transformation

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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