NOVARTIS

Private Cloud, Service Delivery Manager

Job ID
REQ-10010733
Jul 17, 2024
India

About the Role

Role Responsibilities:

- Service Delivery Management: Be responsible for the end-to-end delivery of private cloud services, including installation, configuration, maintenance, and support to meet business requirements.
- Service Level Agreements (SLAs): Define, monitor, and report on SLAs, ensuring that private cloud services meet agreed-upon performance indicators, uptime, and availability targets.
- Customer Relationship Management: Establish and maintain strong relationships with internal and external partners to understand their requirements and address any issues or concerns related to private cloud services.
- Vendor Management: Work closely with vendors to manage service contracts, ensure compliance, resolve issues, and drive continuous improvement in service delivery.
- Incident and Problem Management: Collaborate with the IT Operations team to manage and resolve incidents and problems related to private cloud services, ensuring minimal disruption to business operations.
- Capacity and Performance Management: Monitor private cloud infrastructure and platforms to anticipate capacity needs, optimize performance, and implement necessary upgrades or scalability measures.
- Change and Release Management: Coordinate and facilitate the planning, testing, and deployment of changes and releases to the private cloud environment, ensuring minimal impact on service delivery.
- Continuous Improvement: Lead initiatives to identify and implement process improvements, automation, and standard methodologies to enhance the efficiency, reliability, and security of private cloud services.
- Documentation and Reporting: Maintain accurate documentation of private cloud service configurations, processes, and procedures. Produce regular reports on service performance, incidents, and improvements.
- Team Management: Lead a team of private cloud specialists, providing guidance, coaching, and support to ensure their professional growth, high levels of productivity, and customer satisfaction.

Role Requirements:

- Proven experience in running private cloud services, preferably in a large enterprise environment.
- Strong knowledge of private cloud platforms, virtualization technologies, and IT infrastructure.
- Solid understanding of ITIL best practices and methodologies.
- Experience in vendor management and contract negotiations.
- Superb communication and interpersonal skills to effectively collaborate with collaborators at all levels.
- Strong analytical and problem-solving abilities.
- Ability to work in a fast-paced, global, and highly regulated industry

Role Requirements

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
India
Site
Hyderabad (Office)
Company / Legal Entity
CZ02 (FCRS = CZ002) Novartis s.r.o
Functional Area
Technology Transformation
Job Type
Full time
Employment Type
Regular
Shift Work
No
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