

Senior Specialist IT (Service Operations Expert)

Job ID
REQ-10015423
Sep 03, 2024
Czech Republic

About the Role

- Manage operations for systems, tools and applications, ensuring their stability and integrity, while meeting customer service levels.
- Responsible for the following processes: incident/problem management, escalation management, user/account management and knowledge management.
- Monitor all events that occur in the IT environment to allow normal operations and to detect and escalate exception conditions to defined channels
- Ensure applications meet the compliance requirements
- Ensure together with the Release & Deployment Expert and Technical Operations Expert that all defined in scope Configuration Items are identified, accounted, reported, verified and regularly audited. Ensure security gap remediation's are addressed and resolved with assistance from Technical Operations Expert
- Managing global and critical local applications

MAJOR ACCOUNTABILITIES:

- Oversee end-to-end delivery of a dedicated system, tools or application and ensure its stability, integrity and business continuity
- Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs
- Track and manage incidents, where applicable, including:
 - Identify, log, categorize, prioritize, resolve incidents and raise a problem if required
 - Ensure that incidents are followed up and solved appropriately
 - Manage the lifecycle of incidents and minimize their adverse impact on business operations
 - Identify, investigate, and report on incidents and review findings with key stakeholders
 - Coordinate crisis management with relevant stakeholders, if required
- Oversee problem management and drive identification of root causes as well as sufficient prevention of recurrences
- Ensure adherence to documented operational procedures to maintain system integrity
- Ensure that configuration items are identified, accounted, reported, verified and audited (where applicable)
- Ensure proper user and access management
- Ensure appropriate operational service documentation is created and accepted by stakeholders
- Identify potential improvement areas for the owned system or application and connected services
- Maintain and ensure all application data is consistent across the various repositories
- Collect and distribute knowledge about systems and services to enable effective support

- Coordinate fulfilment of service requests and conduct monitoring, tracking and reporting
- Responsible for capacity and life cycle management for the systems, tools under his/her accountability
- Take accountability to ensure adherence with Security and Compliance policies and procedures within Operations Expert service scope
- Ensure ISRM compliance requirements implementation and adherence

Requirements:

- Degree in Engineering, Information Technology or related field.
- Good communication skills
- Fundamental ITIL knowledge
- Strong in providing and designing infrastructure solutions
- Good understanding on infrastructure assets and how they are managed currently
- Know-how on technical application enterprise landscape
- Good experience in SaaS Cloud Application Management
- 5+ years of IT experience and good awareness of all IT processes (ITIL)
- Experience in Transformation Planning and Execution
- High level of customer focus with proven problem solving skills
- Experience in managing IT Management Tool suite and Process services
- Manage both IT and Non-IT customers
- Experience of working in IGM classified environment

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Role Requirements

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Division

Operations
Business Unit
CTS
Location
Czech Republic
Site
Prague
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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