

# Sr Principal Observability Engineer

Job ID

REQ-10015676

Oct 17, 2024

India

## About the Role

Major accountabilities:

- Implement observability tools and practices across product and service teams to ensure comprehensive monitoring and insight.
- Collaborate with different product teams and their respective owners to create observability solutions that meet diverse requirements, with a focus on aligning with business KPIs.
- Develop solutions for logging, metrics, and traces using tools like Open Telemetry (OTEL), ensuring efficient and effective data collection and analysis.
- Rapidly diagnose and resolve service faults, troubleshoot and fix performance issues, and communicate resolutions to users as appropriate.
- Engage in continuous improvement and learning by taking on various projects and consistently evaluating and adopting new technologies.
- Contribute to maintaining the pattern catalogue in the respective domain, ensuring alignment with best practices and evolving needs.

Essential Requirements:

- 10 years of work experience in monitoring setup using any of the following tools: Dynatrace, Datadog, ELK stack, Splunk, AppDynamics, Grafana/Prometheus, New Relic. This experience must have been accrued in critical production environments.
- At least 5-6 years of professional experience in end-to-end observability covering technical, user experience, and business outcome metrics.
- Prior experience working with private cloud and Cloud-native public-cloud platforms (particularly AWS) hosted applications.
- Hands-on administrative knowledge of Linux, Chef, Jenkins, and Bitbucket is required.
- Strong understanding of Prometheus, OTEL, and Grafana is a must.
- Fair understanding of Application and Infra monitoring is mandatory.
- Proven track record of leading cross-functional teams and driving large-scale observability projects from concept to completion.
- Ability to architect and implement robust observability solutions that align with industry best practices and organizational goals.
- Experience as a technical lead or architect in designing and building observability frameworks and platforms.
- Excellent problem-solving and troubleshooting skills, with a focus on performance tuning and optimization.
- Strong communication and stakeholder management skills, with the ability to convey complex technical

concepts to diverse audiences.

- Emphasis on the ability to adapt and learn quickly in a fast-paced environment, demonstrating resilience and flexibility in the face of change.

Desirable Requirements:

- Observability and Monitoring Tools (e.g., Open Telemetry, Prometheus, Grafana).
- Data Analysis and Visualization.
- Troubleshooting and Problem-Solving.
- Collaboration and Stakeholder Management.
- Metrics, Logging, and Tracing Implementation.
- Scripting and Automation (e.g., Python, Bash, PowerShell).
- Performance Tuning and Optimization.
- Cloud Platforms and Services (e.g., AWS, Azure, GCP).
- Knowledge of Microservices and Container Orchestration (e.g., Kubernetes, Docker).
- Communication and Documentation.
- Continuous Improvement and Learning.

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## Role Requirements

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IN10 (FCRS = IN010) Novartis Healthcare Private Limited  
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Technology Transformation  
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### List of links present in page

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2. <https://www.novartis.com/about/strategy/people-and-culture>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <https://talentnetwork.novartis.com/network>
5. <https://www.novartis.com/about/strategy/people-and-culture>
6. <https://talentnetwork.novartis.com/network>
7. <https://www.novartis.com/careers/benefits-rewards>
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