

# Sr. Spec. DDIT IES User Adptn & Engagement

Job ID

REQ-10026759

Nov 05, 2024

India

## About the Role

Major accountabilities:

- Monitor, measure, report and review performance of services; Ensure the overall user experience is taken into account when designing and deploying new solutions and services; Take accountability to ensure adherence with Security and Compliance policies and procedures

Key performance indicators:

- Stable, compliant, and secure operations measured by Availability, Performance, Capacity Metrics - Responsiveness and Recovery Speed of critical incidents / issues in business - Learning Agility - Productivity gains and defect reduction through continuous improvement - Automation led Programmable Infrastructure and Platform Services

Minimum Requirements:

Work Experience:

- Ambiguity.
- Strong customer orientation.
- Relationship Management.
- Ability to work and lead (a cross-functional team) in a matrix.
- Market and customer intelligence.
- Experience working cross-functionally and trans-nationally.
- environment.

Skills:

- IT Governance.
- IT Infrastructures.
- IT Service Delivery.
- IT Service Management.

Languages :

- English.

## 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?  
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Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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