

Senior Products Operations Manager - Data Science Products

Job ID
REQ-10040359

6月 06, 2025

India

摘要

Internal role title - Sr Specialist DDIT US& I D&A Operations

#LI-Hybrid

Location: Hyderabad, India

Relocation Support: Yes

Step into a role where your expertise in data operations can shape the future of healthcare. As a Senior Products Operations Manager for Data Science Products, 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.

About the Role

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.
- 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.
- Demonstrated ability to lead cross-functional teams and manage vendor relationships.
- Excellent communication skills with a patient- and client-focused mindset.

Commitment to Diversity and Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse teams'

representative of the patients and communities we serve.

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message

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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Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

部门

Operations

Business Unit

CTS

地点

India

站点

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Alternative Location 1
Barcelona Gran V í a, Spain

Functional Area
Technology Transformation

Job Type
Full time

Employment Type
Regular

Shift Work
No

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