

Sr. Spec. DDIT IES Reliability Engg

Job ID
REQ-10055117

6月 18, 2025

India

摘要

-Contribute to the day-to-day management of a set of systems, tools or applications, ensuring their stability and integrity, while meeting customer service levels.

About the Role

Major accountabilities:

- Manage the delivery of one or more systems, tools or applications and ensure their stability, integrity and business continuity.
- Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs.
- Identify, investigate, and resolve incidents, report on incidents and review findings with key stakeholders.
- Address problems by driving identification of root causes and prevention of recurrences.

- Ensure that an up-to-date asset inventory is maintained and only authorized components are used coordinate configuration management database changes and /or ensure that configuration items are identified, accounted, reported, verified and audited.
- Ensure proper user and access management.
- Ensure adherence to documented operational procedures and quality standards, and that appropriate operational service documentation is created and accepted by stakeholders.
- Support Service / Solution Operations Manager in technical topics -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

Key performance indicators:

- Quality of service provided -Adherence to SLAs -Operational efficiency -Number of service requests processed -Number of incidents solved, quality of solution -Accurate recordings of alerts -Customer satisfaction -Completeness and correctness of asset inventory

Minimum Requirements:

Work Experience:

- Accountability.
- Cross Cultural Experience.
- Ambiguity.
- Collaborating across boundaries.

Skills:

- IT Service Acceptance.
- Network Support.
- IT Systems Installation / Decommissioning.
- IT Customer Service Support.
- IT Configuration & Asset Management.
- IT Security Administration.
- IT Application / Infrastructure Management.
- IT Systems Integration.
- IT Incident & Problem Management.
- IT Service Level Management.
- IT Capacity & Availability Management.

Languages :

- English.

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部门
Operations

Business Unit
CTS

地点
India

站点
Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Information Technology

Job Type
Full time

Employment Type
Regular

Shift Work
No

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