Sr. Specialist DDIT DEV DATA ANALYTICS DSAI (Data Science and AI)

Job ID
REQ-10060246

9   08, 2025

India

We are looking for a Sr. Specialist (GenAI & AI Operations Expert) to manage and optimize the day-to-day operations of enterprise AI and Generative AI applications. You will ensure these solutions are reliable, scalable, compliant, and deliver maximum business value.

About the Role

Position Title: Sr. Specialist DDIT DEV DATA ANALYTICS DSAI (Data Science and AI)

Location – Hyd-India #LI Hybrid

About the Role

This role bridges IT operations, AI engineering, and business stakeholders, driving continuous improvement, ensuring service reliability, managing risks, and responsible AI adoption. The ideal candidate combines deep knowledge of IT service management (ITSM) with experience in AI/ML/Gen AI/Automation lifecycle operations, ensuring that AI services are compliant, efficient, and aligned with business outcomes.

Your responsibilities include but are not limited to

- Service Operations & Delivery Lead day-to-day operations of AI/ML and Generative AI services, ensuring availability, reliability, and performance. Establish and manage Service Level Agreements (SLAs), Operational Level Agreements (OLAs), and Key Performance Indicators (KPIs) for AI services.
- Oversee incident, problem, and change management processes for AI platforms and applications. Ensure operational readiness for AI models post-deployment, including monitoring, retraining, and lifecycle management (MLOps).
- Incident & Problem Management Detect, investigate, and resolve AI-related incidents, including model drift, hallucinations, and performance degradation. Perform root cause analysis and implement corrective and preventive measures. Minimize business impact by ensuring timely response and resolution
- Governance & Compliance Define and enforce AI service policies, standards, and compliance with regulatory/ethical AI guidelines. Partner with security, risk, and compliance teams to manage AI model governance and data privacy. Ensure audit readiness and documentation for AI operations.

- Continuous Improvement & Innovation Identify opportunities to optimize AI service operations through automation, monitoring, and proactive support. Drive adoption of AI observability tools for monitoring model performance, drift, and bias.
- Champion best practices in incident response, model retraining, and service reliability engineering. Collaborate with product and engineering teams to improve AI service design and scalability.

What you'll bring to the role:

- Stakeholder Management & Collaboration Act as the primary point of contact for business stakeholders regarding AI service performance and issues. Communicate operational health, risks, and improvements to leadership.
- Partner with AI product owners, data scientists, engineers, and IT to align services with business priorities. Support change management and user adoption of AI-driven services.
- Configuration, Release & Model Management Maintain AI/GenAI asset inventory, including models, APIs, datasets, and pipelines. Manage configuration changes in MLOps and LLMOps environments, ensuring traceability and audit readiness. Support versioning, retraining, deployment, and rollback of AI models.
- Strong understanding of AI/ML lifecycle management, MLOps, and Generative AI services.
- Proficiency with ITSM tools (ServiceNow, Jira Service Management) and cloud platforms (AWS, Azure, GCP). Knowledge of monitoring and observability tools (e.g., Datadog,

Prometheus, MLflow, Evidently AI).

- Familiarity with responsible AI practices (fairness, bias detection, explainability).
- Excellent problem-solving, incident management, and stakeholder engagement skills. Soft Skills: Strong communicator, collaborative leader, adaptable, and results-driven.

Desirable Requirements:

- Bachelor's or master's degree in computer science |University degree |, Data Science, IT, or related field. ITIL or AI/ML /LLM operations certifications are a plus
- Experience: 7+ years in IT service operations or production support, with at least 3+ years in AI/ML or cloud-based service operations.
- Hands-on experience with AI Ops/MLOps/LLMOps tools (MLflow, Kubeflow, Azure ML, SageMaker, Vertex AI). Strong knowledge of cloud infrastructure (Azure preferred; AWS/GCP experience beneficial). Experience with ServiceNow (SNOW) is a must
- Familiarity with AI model monitoring, prompt evaluation, and drift detection.

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Commitment to Diversity & Inclusion:

Novartis embraces diversity, equal opportunity, and inclusion. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

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

Operations

Business Unit
Universal Hierarchy Node

India

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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