

Senior Specialist - Digital Workplace Operations

Job ID
REQ-10062222

9月 26, 2025

Czech Republic

摘要

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Location: Prague, Czech Republic

#LI-Hybrid (12 days/month in office)

Internal job title: Sr. Spec. DDIT IES DWO

We are looking for a Senior Specialist to serve as the main contact for a defined business capability with a main focus on Prague office, ensuring existing and new services meet agreed requirements and user expectations. You will oversee service performance, support day-to-day operations, and contribute to improvements across Digital Workplace Operations, including video production services.

About the Role

Key Responsibilities:

- Monitor, measure, report, and review service performance against availability, capacity, and responsiveness targets.
- Consider the overall user experience when designing and deploying solutions and services.
- Ensure adherence to security and compliance policies and procedures.
- Lead and support business-as-usual tasks and daily operations.
- Contribute to strategic initiatives, including new employee onboarding and external workforce enablement.
- Improve and extend video production services.
- Drive operational improvements and quick wins within Digital Workplace Operations.
- Promote continuous improvement to increase productivity and reduce defects.
- Support automation initiatives for programmable infrastructure and platform services.
- Coordinate incident response to achieve efficient recovery from critical issues.

Commitment to Diversity & Inclusion: :

We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

What you ' ll bring to the role:

- Hands-on experience in IT operations is a must.
- Czech & English proficiency (both written and oral) is a must.
- Strong technical knowledge (IT infrastructure & systems, IT governance, service delivery, service level management) is a must.
- Experience with people or stakeholder management (direct reports, or service providers) is a must.
- Hands-on experience with Risk management, audit methodology, testing controls, etc.

Desirable requirements:

- Experience working as a service provider of IT operations and working with various customers in a global corporate environment is a great advantage.
- Ability to work within a matrix structure, across functions and countries. Good planning and organizing with attention to detail and ability to prioritize.

You ' ll receive:

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program - choice of benefits from Benefit Plus Cafeteria in the amount of 13,500 CZK per year; Meal vouchers in amount of 110 CZK for each working day (full tax covered by company); Public Transportation Allowance;

MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to 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
Czech Republic

站点

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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