

## Sr. Specialist DDIT OPS Sol. Del. SC Planning

Job ID  
REQ-10067822

2月 05, 2026

India

### 摘要

- Specialist for operations and solutions delivery in the DDIT OPS SC Planning capability.
- Partner with business stakeholders to manage operations and projects on the applications in scope, ensuring their stability and integrity, and meeting customer service levels.

### About the Role

Major Accountabilities:

- Execute solution implementation according to technology and delivery strategy for business systems, platforms, and processes for Planning capability.
- Oversee and manage operations of systems and applications in scope, ensuring their stability and integrity, and meeting customer service levels.
- Oversee and manage end-to-end delivery of a dedicated system, tools or application and ensure its stability, integrity, and business continuity.

- Manage projects / programs in the Supply Chain Planning domain.
- Support in shaping of the demands by collaborating with relevant domain business stakeholders.
- Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs
- Track and manage incidents, where applicable, including identify, log, categorize, prioritize, resolve incidents, and raise a problem if required.
- Oversee problem management and drive identification of root causes as well as sufficient prevention of recurrences.
- Ensure appropriate operational service documentation is created and accepted by stakeholders. ·
- Identify potential improvement areas for the owned system or application and connected services. ·
- Responsible for capacity and life cycle management for the systems, tools under his/her accountability ·
- Take accountability to ensure adherence with Security and Compliance policies and procedures within Operations Expert service scope.

#### Minimum Requirements:

- Take accountability to ensure adherence with Security and Compliance policies and procedures within Operations Expert service scope.
- University degree in business, computer science, information technology discipline or other equivalent degree
- At least 5 years of experience in information technology and/or in a business environment, great understanding of technology and methodologies as applied in the respective area.
- At least 3 years of experience in IT service operations
- Great understanding of supply chain processes mainly in the Planning area
- Ability to communicate effectively with stakeholders, senior management, manage issues, resolve conflicts, and mitigate risks.
- Analytical, process-oriented with a keen interest to drive continuous improvements.
- Strong teamwork and interpersonal skills with the ability to establish and maintain a high level of trust and confidence.
- Excellent knowledge of English language (written and spoken)
- Flexibility to work in a fast paced, quickly changing work environment.
- Ability to operate in a global matrix environment.

#### Desirable Requirements:

- Experience with ERP implementations / IT Solutions implementations in a large, multi-national environment with strong business process acumen, with focus on business processes enabled in ERP platforms. ·
- Experience in leading projects managing diverse group of stakeholders. ·
- Understanding of IT and business domain (Supply Chain Planning) processes in validated environments (GxP)

## Skills :

- Business Acumen
- stakeholder management
- Operational Excellence Projects
- Project Management
- Service Delivery Management
- Performance Management
- budget Management
- Risk management
- Planning Digital capabilities
- Effective use of technology

## Why Novartis:

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

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## 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](mailto: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

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

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>

Benefits and Rewards: Learn about all the ways we ' ll help you thrive personally and professionally.  
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部门

Operations

Business Unit

Information Technology

地点

India

站点

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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List of links present in page

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