

Sr. Specialist- Solution Delivery Supply Chain Planning

Job ID REQ-1	0067822

12月 04, 2025

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

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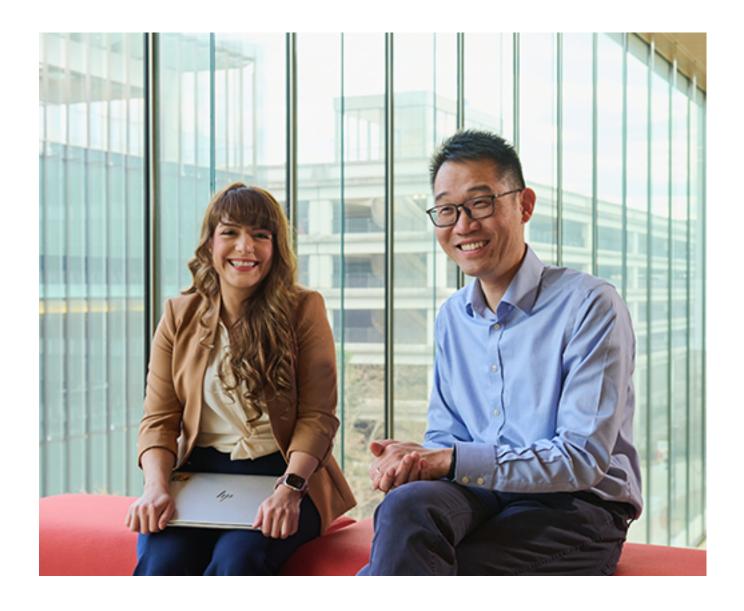
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Business Unit Information Technology
地点 India
站点 Hyderabad (Office)
Company / Legal Entity IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area Technology Transformation
Job Type Full time
Employment Type Regular
Shift Work No
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