

Sr. Specialist- Solution Delivery Supply Chain Planning

Job ID
REQ-10067822

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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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:

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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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