

Global Program Coordinator, Security Technology

Job ID
REQ-10068595

12月 10, 2025

India

摘要

Job Posting Title: Global Programme Coordinator, Security Technology

Location: Hyderabad, India

Position Type: Full-time

#LI-Onsite

The Global Program Coordinator, Security Technology based in Hyderabad, will own the planning, coordination, and delivery of a security-technology portfolio focused on preventative and corrective maintenance for enterprise customers. This includes managing maintenance programs for security systems and related technologies across multiple sites and regions, ensuring high availability, compliance with standards, financial efficiency, and strong customer satisfaction.

The ideal candidate is a seasoned program coordinator with enterprise customer-level experience, a lean/continuous-improvement mindset, excellent English communication skills, and the ability to work effectively with stakeholders across multiple regions and time zones.

About the Role

Key Responsibilities

- Drive end-to-end delivery of security technology maintenance programmes, including preventative and corrective maintenance schedules.
- Manage programme plans, schedules, dependencies, and resources across multiple sites and regions.
- Act as the primary contact for enterprise-level customers and internal stakeholders, ensuring service-level commitments and timely escalations.
- Implement KPIs and performance metrics to monitor system uptime, vendor performance, and customer satisfaction.
- Apply lean principles (80/20 model) to optimise maintenance activities and eliminate inefficiencies.
- Ensure governance, risk management, and compliance with internal security, IT, and audit standards.
- Oversee vendor relationships, procurement coordination, and financial tracking for maintenance programmes.
- Conduct regular performance reviews and drive continuous improvement initiatives across global teams.

Minimum Requirements:

- Bachelor ' s degree in business, engineering, information systems, security management, or equivalent experience.
- 7+ years of experience in programme/project management, including global or multi-site environments.
- Recognised project management certification (e.g., PMP, PRINCE2 Practitioner).
- Proven experience managing preventative and corrective maintenance programmes using lean principles (80/20 model).
- Strong stakeholder management and communication skills, with experience engaging enterprise-level customers.
- Ability to work effectively across multiple regions and time zones, with excellent English communication skills.
- Proficiency in MS Office and familiarity with collaboration tools (MS Teams, SharePoint, ServiceNow or similar).

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部门

Operations

Business Unit

Administration & Facility

地点

India

站点

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Legal & Intellectual Property & Compl.

Job Type

Full time

Employment Type

Regular

Shift Work

No

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