

Sr. Spec. DDIT IES, ISM Config. Mgmt

Job ID
REQ-10041202
Mar 20, 2025
India

Summary

- Drive holistic IT Configuration Management in alignment with other ITIL Processes, Service Operations as well as Operational Quality Management oversight along with continual service improvement and Operational governance
- Manage Service operations with standardized services, processes, and tools to provide efficient, high quality Configuration Management Services across various towers
- Ensures that the Config Management Process for all DDIT managed Assets (Server, Storage, Connectivity, DC) is in place and followed, CMP relevant attributes are maintained in the Configuration and Asset Mgmt. System and regular CMDB reports to management are provided.
- Manage day to day service operations in the most effective manner and ensure that the process is executed in adherence with the global applicable Configuration management process.
- Collaborate with the rest of DDIT to ensure quality services are seamlessly delivered to the business stakeholders as per agreed own and other IT Units service descriptions.

About the Role

Major Accountabilities

Accountability Areas in Delivery & Operations:

- Ensures appropriate operational service documentation is created and accepted by stakeholders.
- Delivery of all services in compliance with all applicable internal (e.g. ISM Framework) and external (e.g. SoX, GxP) regulations.
- Oversees planning and coordination of all activities required to deploy, adopt, operate and govern the Process.
- Acts as SPOC for the Processes within IES, providing support and clarification for Process related questions and issues.
- Collaborate with other ITIL Practice Owners to ensure processes to support accurate asset and configuration item data
- Verify contractual service support requirements are understood and maintained
- Ensure foundational data is in place for maintaining asset and CI data
- Meet SLAs and KPIs for the asset and configuration management processes
- Train stakeholders on processes to ensure data update compliance
- Analyze data and processes for continual improvement opportunities and implement remediation plans
- Presents operational and service level reports and explains service level support available to internal or external customers
- Works closely with Service Delivery Managers to proactively monitor SLA performance and report on

them accurately

- Creation and management of various monitoring dashboards/presentations
- Evaluated service performance and modified SLA patterns to resolve operational issues
- Ensures that the Processes are properly integrated with other relevant ITSM processes, in particular Event Management, Incident Management, Change and Release Management
- Co-ordinates Hardware Asset Lifecycle Management within IES Service Lines
- Technical understanding and awareness in one or more areas of IT Infrastructure (OS, Platforms, Database, backup, storage, virtualization, Network, Client platforms, collaboration technologies etc.

Key Performance Indicators:

- Ensure Data Quality as per agreed targets - using Automation, Self Service, Autonomics, Shift-Left, Product Oriented as well as in alignment with Simplify IT approaches.
- Operational targets, SLAs and KPIs are met.
- Productivity gains and defect reduction through continuous improvement
- No Compromises on Security, Compliance, and service Continuity for our critical services.

Education:

- Bachelor's Computer Science
- ITIL foundation Certified.

Experience:

- Overall relevant work experience of 8-10 years:
 - Strong knowledge of IT service management processes and experience in improving processes. Preferably ITIL Intermediate.
 - 6 years of experience in IT service Management, operations and Governance and total 8+ years' experience.
 - Experience in working and collaborating with global cross functional teams and managing relationships with business customers.
 - Ability to work effectively and collaboratively in a complex matrix organization.
 - Ability to understand and influence stakeholders within and across the function, building trust and change agenda leveraging both the formal and the informal elements of the organization.
 - Innovative mindset to look for opportunities for automation and process improvement.
 - Excellent written and verbal communication skills

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Division

Operations

Business Unit

CTS

Location

India

Site

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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