

Senior Principal Application Operations Coordinator

Job ID
REQ-10043368
Mar 19, 2025
India

Summary

Biomedical Research (BR) is the global pharmaceutical research organization of Novartis. With approximately 6,000 scientists and physicians around the world, our research is focused on discovering innovative new drugs that will change the practice of medicine. We have an open and entrepreneurial culture, encouraging collaboration to make effective therapies.

At BR, our mission is to discover innovative medicines that treat disease and human health. To do that, our scientists need cutting-edge, state-of-the-art computing systems.

With Research Informatics (RX), BR is making a strategic investment into informatics capabilities and is positioning itself to deliver the systems and services that are critical to the future of drug discovery.

Purpose of the Role:

The Scientific Data and Products (SDP) group in RX builds and applies excellence in product and data management to continuously improve the impact and value of software and data to BR. We deliver intuitive, intentional, and integrated software solutions that create a frictionless user experience.

The Senior Principal Application Operations Coordinator is responsible to ensure coordinated execution of operational demand across the scope of the Product Operations organization (including, but not limited to vulnerability management, disaster recovery, documentation, process adoption, and backup/restore testing). This role involves significant collaboration and communication across organizational boundaries to deliver the right information to Product Teams at the right time and deliver information from Product Teams to stakeholders to ensure we develop smooth processes that work well for the needs of BR and RX.

About the Role

Key Responsibilities:

- In collaboration with Product Line leadership, Product Teams, Engineering, Operational Excellence, Infrastructure, Security/Compliance, Technology and User Services, and other key stakeholders, the Application Operations Coordinator is accountable to ensure efficient and effective execution of prioritized operational activities for Product Teams. This is a coordination role, working across teams to spread better practices, ensure clear
- communications, and to create an environment where teams can succeed and measure their success in delivering on operational priorities. Specifically, this role is accountable to:
- Serve as the primary point of contact at the interface between infrastructure and security/compliance teams and Product Lines and Product Teams for application operations related activities relevant to applications in scope of product teams

- Promote and enable effective bi-lateral relationship and collaboration between colleagues in RX engineering, RX operational excellence, RX user support groups, and RX problem management.
- Ensure seamless and efficient execution patterns between Product Teams and Product Lines, for example, identifying vulnerabilities common across product lines and ensure an efficient and effective approach to addressing them.
- Provide timely and effective communication in to help teams deliver on operational priorities (including but not limited to vulnerability remediation, disaster recovery, backup/restore testing, and end-of-life activities for operating systems, databases and hardware).
- Coordinate across teams to ensure sustainable and effective process adoption, working with Operational Excellence to develop and drive improvement of key operational value metrics, and ensuring up-to-date application documentation.
- Be the primary point of contact for execution of monthly and quarterly maintenance activities for Product Teams, ensuring smooth maintenance windows, coordination with corporate IT and frequent, clear communication of key actions, information, and updates to Product Teams.
- Facilitate and support our cultural mindsets and organizational culture of operational excellence.
- Use metrics and data to derive insights and recommendations for systemic improvement.
- The Application Operations Coordinator contributes to shaping a culture of operational excellence by exemplifying excellence in product operations, and by combining a mindset of ethics, risk, compliance with a drive to deliver business outcomes. Together with Products Teams and collaborators within and beyond RX, the Application Operations Coordinator ensures Product Teams are effectively delivering on operational activities in the most efficient way possible.

Essential Requirements

- 8+ Years of relevant experience.
- The Application Operations Coordinator is passionate about and experienced in product operations in complex business environments and has (or can quickly develop) domain knowledge in drug discovery. This role requires an intrinsic drive to improve the quality, speed, and impact of scientific research by ensuring teams can deliver on operational priorities efficiently and effectively.
- The role is highly collaborative, requires frequent, clear, and effective communication to a broad audience of ~300 members of our 30+ Product Teams, and dozens of other stakeholders in RX, BR, and corporate IT. The Applications Operations Coordinator is skilled driving incremental operational delivery in complex and ambiguous environments, providing information and coordination to help Product Teams succeed, and then holding teams to account to deliver.

In addition, the Application Operations Coordinator brings many of the following types of expertise and capabilities, and the drive to grow into the rest:

- Domain expertise Product Operations or Application Management, ideally in the drug discovery
- Exceptional communication skills
- Incremental delivery mindset and experience with Agile software development
- The ability to influence without authority in a complex, matrixed organization
- Courage to constructively challenge the status quo, to experiment, and to take smart risks
- Quantitative skills and the ability to use data and metrics to inform decisions
- Creativity in identifying, encouraging, accelerating, and promoting innovative solutions, including in GxP regulated environments
- Ability to effect change, manage conflict, and create consent through direct and indirect influence
- Proven ability to execute consistently, rapidly, and effectively

- Having a clear and visible set of values and acting with integrity
- Education and Qualification Requirements:
- You have relevant subject matter expertise, obtained through experience or education, in
- Leadership in an agile environment
- Software product operations in a complex matrix environment
- Drug discovery or a core supporting scientific field

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 and let us know the nature of your request and your contact information. Please include the job requisition number in your message

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>

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Division

Biomedical Research

Business Unit

Pharma Research

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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