

SAP Service Manager

Job ID
REQ-10043450
Mar 13, 2025
Czech Republic

Summary

Join our dynamic team as an SAP Service Manager, where you will contribute to the day-to-day management of a set of SAP systems, tools, or applications. Your primary focus will be on ensuring their stability and integrity while consistently meeting customer service levels. This is an opportunity to make a significant impact within our organization by managing SAP services efficiently and effectively.

About the Role

Major accountabilities:

- Manage the delivery of SAP systems, tools or applications and ensure their stability, integrity and business continuity.
- Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs.
- Identify, investigate, and resolve incidents, report on incidents and review findings with key stakeholders.
- Address problems by driving identification of root causes and prevention of recurrences.
- Ensure that an up-to-date asset inventory is maintained and only authorized components are used coordinate configuration management database changes and /or ensure that configuration items are identified, accounted, reported, verified and audited.
- Ensure proper user and access management.
- Ensure adherence to documented operational procedures and quality standards, and that appropriate operational service documentation is created and accepted by stakeholders.
- Support Service / Solution Operations Manager in technical topics -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt - Distribution of marketing samples (where applicable)
- Deliver assigned project work as per agreed timeline within budget and on-quality adhering to

Experience required:

- Strong experience in SAP Service Management.
- Cross Cultural Experience and experience collaborating across boundaries.
- IT Service Acceptance.
- SAP Knowledge.
- SAP Customer Service Support.
- SAP Configuration & Asset Management.
- AWS Application / Infrastructure Management.
- SAP Systems Integration.
- IT Incident & Problem Management.

- IT Service Level Management.
- Vendor management
- Fluent English (written and verbal)
- IT Capacity & Availability Management.

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>

Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve.

Join our Novartis Network:

Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

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Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

CTS

Location

Czech Republic

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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