

## Senior Principal Product Operations Manager

Job ID  
REQ-10038879

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:

- Novartis' Biomedical Research (BR) Informatics (RX) group is establishing a strong presence in India, and we are seeking proactive and versatile professional in the role of Software Product Operations Manager for supporting Pre-Clinical and Clinical systems .
- As an IT Product Operations Manager (POM) you will co-lead and manage, together with a Product Manager and a Tech Lead, complex, globally deployed, high-impact software solution. you are

accountable for all aspects of the software operations from providing operational perspective to product roadmaps, user-support & communication, planning & communicating operational maintenance cycles, maintaining stable & secure systems, increasing the value and operational excellence of the product.

## About the Role

### Key Responsibilities:

As a co-lead and a member of a cross-functional, matrixed team, consisting of software and data engineers, business analysts, designers and supporters, your primary responsibilities will include:

- Owning all aspects of operations for one or more software applications within our product team, including stable operations and infrastructure
  - Mitigating operational risks and manage incident detection and resolution
  - Manage incidents, problem and change management and troubleshooting,
  - Providing end-user support, communication, knowledge-base documentation, and trainings
  - Leading vulnerability management efforts, ensuring security, compliance, usability, performance, and sustainability requirements are met
  - Ensuring license compliance, applying application patches, and managing roll-out of upgrades
  - Guiding and coordinating small teams of external application supporters, ensuring effective prioritization of operational activities delivery,
  - Monitoring key system performance metrics and facilitating operational excellence of the product
  - Ensuring adherence to Novartis global Information Security and Quality standards and policies for all products/services.
  - Ensuring compliance with company standards & policies (e.g., Good Laboratory Practice (GLP) & Good Clinical Practice (GCP))
  - Ensuring operational activities and outcomes are reflected on product roadmaps
  - Engaging with other product teams within and across product lines to leverage operational synergies
- Working experience

### Essential Requirements

- Experience in scientific application support and maintenance in pharmaceutical industry
- Experience in a drug discovery, scientific research, pre-clinical or Clinical setting preferred
- Possesses broader knowledge of basic IT architecture on Windows, Linux OS, web service, network etc
- Good troubleshooting skills and customer focused.
- Good working knowledge of application deployments
- Working experience with LIMS and sample management system
- Working experience with database, Oracle and MSSQL, SQL and PL/SQL
- Good understand of support model with incident, problem and change management

- Familiarity with Agile software development and SDLC and ITIL
- Awareness of authentication protocols
- Knowledge of cloud environment and services (AWS - Amazon Web Services, Azure, SaaS)
- Knowledge of AI principles
- Good understanding of CSV (Helpful to have a GxP understanding).
- Highly collaborative, proven experience as a team player
- Strong communication skills

#### Education and Qualification Requirements:

- 7+ years relevant subject matter expertise, obtained through experience or education in software support or operations in a complex environment
- Bachelor's degree in a technology or scientific subject

#### 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](mailto: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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<https://talentnetwork.novartis.com/network>

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>

部門  
Biomedical Research

部門  
Pharma Research

国  
India

勤務地  
Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Research & Development

職種  
Full time

雇用形態  
Regular

Shift Work  
No

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