

# Sr Specialist - Service Management Data & Analytics Operations

Job ID  
REQ-10038983  
Feb 03, 2025  
India

## Summary

Seeking a highly skilled and experienced Senior Specialist to join our DDIT US&I D&A Operations team. This role will support Novartis commercial AI/ML/LLM/GenAI operations and ensure the successful deployment of digital platforms and services at scale to deliver our digital strategy. Additionally, we are looking for someone who can contribute to project management (PM) and operations (Ops) activities. The person is expected to

- Drive holistic IT Service Management including all ITIL Processes, Service Operations as well as Operational Quality Management oversight along with continual service improvement and supplier operational governance
- Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered often on 24X7 basis as per shifts.
- Manage a service operation with standardized services, processes, and tools to provide efficient, high quality services
- Meet customer and internal IT service levels and proactively drive continuous service improvement collaboration with the Service excellence team of the Function
- Contribute to enabling operational excellence and continuous improvement in the Service quality across TT.
- Drive the delivery of the service ensuring delivery to SLA and Service continuity meeting the consumer needs

## About the Role

We are seeking a highly skilled and experienced Senior Specialist to join our DDIT US&I D&A Operations team. This role will support Novartis commercial AI/ML/LLM/GenAI operations and ensure the successful deployment of digital platforms and services at scale to deliver our digital strategy.

## Key Responsibilities:

- Deliver on IT Service Management for Advanced Analytics service line across ITIL process, Service Operations along with continual service improvement and supplier operational governance Support in Predict and prevent operations for assigned scope with target to identify gaps, reducing MTTR, improving time to delivery and CSAT within the scope in collaboration with service lines
- Manage a service operations with standardized services, processes and tools to provide efficient, high quality services.
- Provide analytical report for actionable periodic Supplier Governance calls ensuring they deliver quality services, meet all KPIs and SLAs along with CSAT targets
- Lead the deployment and management of digital platforms and services to support the digital strategy.
- Collaborate across boundaries to ensure seamless operations management and execution.
- This role also needs to work on process simplifications and improvement areas to ensure efficient operations delivery and stable IT environment.
- Support in ensuring that Asset relevant attributes are correctly maintained in the Configuration and Asset

Mgmt.

- Also engage as super user group for all matters related to processes.
- Alternatively also develop and govern processes to effectively manage both internal and external audits across TIS, including audit stakeholder management, remediation tracking, status reporting and lessons learnt sharing.
- Act as the SPOC for both internal and external audit teams across the organization and coordinate respective activities.
- In addition Monitor compliance of the NVS vendors to defined governance structure and ensure expected value is delivered.
- Conduct periodic internal reviews or audits to ensure that compliance procedures are followed.
- Conduct or direct the internal investigation of compliance issues.
- Provide day-to-day support, guidance and insights to real-time quality/compliance issues and escalations.
- Maintain a Security Calendar to facilitate tracking security requirements, Security reminders and frequency of Tests in order to stay on track.
- Demonstrate digital and technology savvy, managing change effectively.
- Exhibit strong interpersonal skills, fostering joint value creation and continuous learning.
- Show resilience in the face of challenges.

#### **Qualifications:**

- Proven experience in managing support operations for data analytics platforms on cloud environments such as AWS and Snowflake.
- Expertise in leading digital platform roadmaps, upgrades, and hotfixes.
- In-depth knowledge of Pharma Commercial & Digital Data sources, with a focus on sourcing and strategy.
- Strong understanding of MLOps and project life cycle management.
- Ability to monitor emerging technologies and provide consulting, influencing, and persuading capabilities.
- Demonstrate unbossed leadership, IT governance, and the ability to build impactful teams.
- Experience in vendor management and innovative analytical technologies.
- Solid grasp of analytical and technical frameworks for descriptive and prescriptive analytics.
- Familiarity with AWS, Databricks, and Snowflake service offerings.
- Awareness of integration patterns across MDM/RDM and transactional systems.
- Production experience in delivering AI/ML/GenAI applications
- Strong exposure to data security and governance policy definitions and enforcement capabilities.
- Data product-centric approach to defining solutions.
- Ability to collaborate effectively with cross-functional teams

#### **Key performance indicators:**

- Stable, compliant, secure, and effective operations measured by Availability, Performance, Capacity Metrics
- State of process adherence by suppliers and SLA/ KPI achievements
- No major business disruptions, Responsiveness and Recovery Speed of critical incidents / issues in business -Speed and agility in delivering services to users
- Operational targets, SLAs and KPIs are met
- Productivity gains and defect reduction through continuous improvement
- Automation led Programmable Infrastructure and Platform Services -Quality of 24X7 Support

#### **Minimum Requirements:**

#### **Work Experience:**

- University degree in Computer Science, Information Management or significant work experience in similar subject areas
- 7+ years of hands-on experience into handling support operations for data analytics platform on cloud (AWS, Snowflake) and solid grasp of analytical and technical frameworks for descriptive and prescriptive analytics and strong familiarity with AWS, Databricks, and Snowflake service offerings
- Production experience with delivering AI/ML, Gen-AI projects
- Strong exposure to Analytical Data life cycle management, AI/ML/Gen-AI products change Management, risk mitigation strategies
- Agile delivery experience leading multiple concurrent delivery cycles.
- Strong cross functional leadership.
- Financial Management.
- Strategy Development.
- Operations Management and Execution.
- Patient/client driven with excellent communication skills.
- People Leadership.
- Proven Ability to Develop trust-based relationships with key regional.
- Process management.
- Project Management.

***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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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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