

# Senior Product Operations Manager

Job ID

REQ-10022186

Jan 15, 2025

India

## Summary

Novartis Biomedical Research (BR) Informatics (RX) is establishing a strong presence in India, and we are seeking a proactive and versatile professional in the role of Product Operations Manager.

As a Product Operations Manager you co-lead and manage, together with a Product Manager and a Tech Lead, a complex, globally deployed, high-impact scientific software product. Together you ensure your Product contributes to an intentional, integrated, and capability-based product architecture and continuously increases the value defined by the strategic mandate of your Product Line to deliver significant impact to BR drug discovery

## 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 user supporters, your primary responsibilities will include:

- Overseeing operational aspects for one or more software applications within the product.
- Mitigating operational risks through proactive incident detection and resolution.
- Managing and troubleshoot incidents, including investigating and resolving recurring issues.
- Providing end-user support, communication, knowledge-base documentation, and training.
- Leading vulnerability management efforts, ensuring security, compliance, usability, performance, and sustainability requirements are met.
- Ensuring license compliance, apply patches, and manage roll-outs and upgrades.
- Coordinating small teams of external application supporters, ensuring effective prioritization of operational activities.
- Monitoring key system performance metrics and facilitate operational excellence of the product, ensuring cost-effectiveness and sustainability, including external resourcing and process automation.
- Ensuring adherence to Novartis global Information Security and Quality standards and policies for all products/services.
- Ensuring regulatory compliance (e.g., GLP & GCP) standards and policies for GxP products/services, where applicable.
- Reflecting operational activities and outcomes on product roadmaps.
- Engaging with other product teams within and across product lines to leverage operational synergies.

### Essential Requirements

### Education & Qualifications

- University degree in computer sciences, business or similar

## Experience

- Proven experience in software support, IT operations, or software development within complex business environments.
- Highly collaborative with a strong track record as a team player.
- Excellent communication skills, including technical documentation.
- Familiarity with Agile software development and the Software Development Life Cycle (SDLC).
- Knowledge of Information Technology Service Management (ITSM).
- Experience with DevOps tools.
- Proficiency with troubleshooting in Linux-based environments.
- Foundation in Amazon Web Services (AWS) or other cloud environments.
- Understanding of authentication protocols.
- +7 years relevant subject matter expertise, obtained through experience or education in software support or operations in a complex environment
- Experience in IT or informatics
- Familiarity with drug discovery research or life sciences

## ***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***

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**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

Innovative Medicines

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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