NOVARTIS

Sr. Spec. DDIT GF Sol.Del. HCM

Job ID
REQ-10034351
Jan 07, 2025
India

Summary

Contribute to the day-to-day management of a set of systems, tools or applications, ensuring their stability and integrity, while meeting customer service levels.

About the Role

Roles and Responsibilities:

- Manage the delivery of one or more 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)

Essential Requirements:

- Bachelor's degree, preferably in Computer Science, Information Technology, Computer Engineering, or related IT discipline
- **10+** years of IT experience, knowledge of the HR function and processes is must
- **2** end-to-end projects, with at least one leading a workstream for a module or **3-5** years of support experience in Workday configuration and implementation. In this role, you will assist the team to implement the project and help out with the transitioning from the current setup of SAP HR
- Travel up to 25% through key deployment lifecycle activities
- Experience in all phases of the technology implementation lifecycle (requirements gathering, design, build, go-live, testing)
- Experience leading requirements gathering workshops or facilitating meetings
- Ability to interact at all levels of the organization
- Ability to manage work, lead as necessary and mentor team members

- Ability to do business consult independently and take decisions
- Strong problem solving and troubleshooting skills with the ability to exercise mature judgment
- Excellent interpersonal skills along with strong written and verbal communication and the ability to communicate effectively to non-technical audiences as well as senior technical personnel. The individual should have the ability to work effectively as an individual or in a team environment.
- Excellent teamwork and interpersonal skills
- Experience as a Client of Workday through an implementation

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

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

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
India
Site
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
Information Technology
Job Type
Full time
Employment Type
Regular
Shift Work
No
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