

Sr. Specialist DDIT IES Platform Services Messaging

Job ID
REQ-10056461
Jul 01, 2025
India

Summary

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

#LI-Hybrid

This role involves managing gateway mail cleansing solutions, anti-malware, and spam. The specialist is responsible for interfacing mail technologies like SPF, DKIM, and DMARC, maintaining a stable environment using ProofPoint technologies, and supporting merger and acquisition activities related to O365 Exchange Platform integration. Additionally, the role includes providing fourth-level support for SMTP issues and ensuring effective collaboration and training for external support team members.

About the Role

Your key responsibilities:

- Responsible for gateway mail cleansing solutions, anti-malware, spam. For all interfacing mail technologies e.g. SPF, Dkim, Dmarc
- Responsible for maintaining a stable environment by leveraging ProofPoint technologies such as TAP, Imposter module, EFD, SER (email Fraud Defense)
- Supports merger and acquisition activities (i.e. O365 Exchange Platform integration and divestiture)
- Provides fourth level support and operations for all SMTP related issues. Provides daily support direction and communications to external support team members within area of responsibility.
- Ensure external support team members have appropriate trainings, processes and tools necessary to perform job functions. Monitors operations status and provides detailed reports as appropriate
- Ensure effective collaboration between team members and other support teams within the TIS organization (i.e. – issues, resolutions, planned service interruptions etc.)
- Reviews and ensures compliance of technical operating instruction manuals, system documentation, work instructions, processes, standards and procedures.
- Execute change management activities as required. Contributes/supports an environment which fosters a high-performance and innovative organization

Your key responsibilities:

Commitment to Diversity & Inclusion: :

We are committed to building an outstanding, inclusive work environment and diverse teams representative of

the patients and communities we serve.

What you'll bring to the role:

- At least 6 years of IT experience in operations and system management tasks. Knowledge of PowerShell and scripting an advantage.
- 3+ experience in messaging including good knowledge of SMTP mail routing, DNS, MX records, SPF, Reverse Lookup etc.
- More than 3 year experience supporting a globally spanned (international) environment and 3 year proven leadership experience is a plus.
- Proven capability to work in an organization with direct and indirect reporting lines in a matrix set-up
- Ability to communicate effectively and motivate team members. Proven track record working with multinational teams Exposure to Office365 and Microsoft Exchange.
- Collaborate with local teams in various countries to gather requirements and plan RFPs. Partner with procurement to run RFPs/RFIs for devices.
- Work with finance partners to develop a comprehensive demand and supply roadmap aligned with organizational priorities.
- Collaborate with stakeholders to create and present annual spend plans for devices (Capex and Opex).
- Ensure robust governance around vendor management by creating and implementing SLAs and KPIs to measure vendor performance.
- Lead initiatives in evaluating, testing, proof of concept (POC), and integrating emerging devices.
- Ensure seamless integration of new devices to enhance user experience (UX) and productivity.
- Facilitate collaboration with the Digital Workplace Experience and Research team to understand UX needs and create a devices catalogue to provide fit-for-purpose solutions.
- Work closely with technology partners/OEMs to co-create innovative solutions.
- Lead the observability practice for the Digital Workplace function, ensuring the implementation and management of monitoring tools such as Cisco ThousandEyes, Splunk, Tachyon, and Symphony.
- Maintain a service dashboard to measure and monitor overall service performance and quality and provide management reports on metrics
- Present service performance metrics to key stakeholders

Qualifications

- Educational Background: A bachelor's degree in information technology or a related field.

Experience

- Over 15 years in a similar role within a global technology-driven organization, with significant exposure to vendor management, end-user device technologies, and services.
- Strong Proficiency: Expertise in financial management, forecasting, planning, and accounting, with experience using Power BI and Excel.
- Procurement Process Knowledge: Extensive experience with RFI, RFP, category, and catalogue management

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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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