

Digital Workspace

Job ID
REQ-10021068
Sep 15, 2024
India

Summary

-Represent the DDIT function to the business ensuring the enforcement of policies and processes. -Own solution development in the respective area through operational steady state managing the operations of all service and systems in scope ensuring stability and integrity and meeting customer service levels.

About the Role

Major accountabilities:

- Ensure the overall user experience is taken into account when designing and deploying new solutions and services -Take accountability to ensure adherence with Security and Compliance policies and procedures.

Key performance indicators:

- Stable, compliant, secure, and cost effective operations measured by Customer Satisfaction, User Adoption, Availability, Performance, Capacity Metrics along with continuous cost reductions YOY - Responsiveness and Recovery Speed of critical incidents / issues in business.
- Learning Agility, Ability to evaluate and launch new services and capabilities.
- Productivity gains and defect reduction through continuous improvement.
- Automation led Programmable Infrastructure and Platform Services -Establish a Technical Vision -clear strategy -and execution against the plan

Minimum Requirements:

Work Experience:

- Ambiguity.
- Strong customer orientation.
- Major Change.
- Ability to work and lead (a cross-functional team) in a matrix.
- Well-developed record of successful relationship management.
- Market and customer intelligence.
- Experience working cross-functionally and trans-nationally.
- Proven Ability to Develop trust-based relationships with key regional.
- stakeholders.
- environment.

Skills:

- Digital Transformation.
- IT Governance.
- IT Infrastructures.
- IT Portfolio Management.
- IT Service Delivery.
- IT Service Management.
- Talent Development.

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Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Job Type

Full time

Employment Type

Regular

Shift Work

No

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