

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

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>

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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

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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