

# Sr. Spec. DDIT IES Voice Engg

Job ID

REQ-10054551

Jun 17, 2025

India

## Summary

- As a Senior Specialist Engineer will operate and support Novartis IP Telephony & MS Teams Telephony globally.
- Will drive standard global solutions in telephony, telecommunications & Contact Centre including all corporate telephony services while continuously improving service quality.

## About the Role

### Major accountabilities:

- Supervises service provider operation of a MS Teams telephony, Global AudioCodes Session border controller infrastructure & Cisco Unified Communications Manager clusters supporting several countries globally
- Understands MS Teams & IP Telephony, telecom, and Cisco IPT services including their components and processes, and serves as an expert of processes that enable or support the service.
- Ensures that the current and future service level requirements and procedures are identified, understood and documented appropriately (in SLA and service documents).
- Ensures effective monitoring, performance and continuous improvement of the service. Reviews and assesses service gaps and addresses gaps/risks where identified.
- Shared responsibility across MS Teams telephony & Cisco IPT service management for service records and documents (SOPs, Work Instructions, Service Operations Manual, etc). Liaises with the appropriate process owners throughout the service management lifecycle.
- Reviews, assesses and approves or rejects Changes to evaluate their impact on service quality. Ensures evaluation of changes relating to configuration items within the scope of the service.
- Good understanding of Water fall & SDLC model including HLCCD for Documentation.
- Ensures that the relevant people and teams from underpinning IT Services are engaged in the delivery and support of the service.
- Ensures that service level reports are produced for the service and that breaches of service level targets are highlighted, investigated and acted upon.
- Accepts complaints and escalates (where necessary) to reach resolution.
- Identifies opportunities for continuous improvement for the service, delivers improvement plan and manages/coordinates them.
- Reviews and acts based on KPI reporting.

### Key performance indicators:

- Trained according to SOPs
- Continuous uptime of business telephony services

- Service request time to resolution
- Capacity management in line with forecasted demand.
- Incidents and resolution rate based on mean time to resolve by incident type
- KPIs on key ITSM processes maintained within desired levels.
- Demand management is supported within agreed SLAs for IP Telephony.

#### **Minimum Requirements:**

#### **Work Experience:**

- At least 8 years of working experience in MS Teams and Cisco call manager IP Telephony, network operations, or telecom
- Working experience with a range of network and UCC Tools, platforms, business Intelligence solutions, best practices for Service Management such as ITIL v3
- Working experience with implementation of new processes or methodologies in complex organizations

#### **Skills:**

- **SKILLS/JOB RELATED KNOWLEDGE**
- Microsoft Teams telephony and associated endpoints
- Audiocodes infrastructure for IP telephony
- Cisco Unified Communications Manager and full stack Cisco network infrastructure and telecom carrier products
- PSTN/telecom carrier services
- Demonstrated ability to manage geographically or functionally dispersed teams
- Understands the ITSM Tool stack, such as the required or underpinning IT Services and their service components.
- Excellent negotiating skills.
- Good understanding of business processes and objectives.
- Good understanding of Water fall & SDLC model including HLCCD for Documentation.
- Risk Management.
- Vendor Management.

#### **Languages :**

- English.

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Division

Operations

Business Unit

CTS  
Location  
India  
Site  
Hyderabad (Office)  
Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited  
Alternative Location 1  
INSURGENTES, Mexico  
Alternative Location 2  
Prague, Czech Republic  
Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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