

# Sr. Spec. DDIT IES Database Services

Job ID  
REQ-10019209  
Aug 27, 2024  
Mexico

## Summary

The Database Service Delivery Lead is a pivotal role that ensures the efficient delivery of database services, with a primary focus on Oracle Databases and a secondary focus on MS-SQL. This role requires hands-on experience in managing escalations, maintaining SLA/KPIs, and collaborating with Database Operations leads to support US region coverage. An understanding of AWS RDS is an added advantage.

## About the Role

**Job Summary:** The Database Service Delivery Lead is a pivotal role that ensures the efficient delivery of database services, with a primary focus on Oracle Databases and a secondary focus on MS-SQL. This role requires hands-on experience in managing escalations, maintaining SLA/KPIs, and collaborating with Database Operations leads to support US region coverage. An understanding of AWS RDS is an added advantage.

## Key Responsibilities:

- Lead the database service delivery activities, ensuring adherence to Novartis standards and high-quality support for Oracle and MS-SQL databases.
- Handle escalations effectively, ensuring compliance with SLAs and KPIs.
- Work closely with Database Operations leads to provide seamless service delivery across the US region.
- Offer suggestions and solutions in line with Novartis standards when required.
- Utilize ITSM processes to enhance service delivery and drive continuous improvement.
- Manage major incidents and collaborate with external vendors to resolve operational challenges.
- Drive database operations service improvements through innovative solutions and best practices.
- Respond to Novartis application/project teams' service requests on time and deliver quality services.
- No internal or external resource management.
- Manage database services provided by a third-party vendor.

## Qualifications:

- Mandatory prior experience in Oracle Database management is required, with a good understanding of MS-SQL.
- Experience with AWS RDS and cloud database management is highly desirable.
- Proficient in ITSM processes.
- Excellent English communication skills, both written and spoken.
- Capable of leading major incident responses and working effectively with external vendors.

## Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Relevant certifications in Oracle and MS-SQL are preferred.
- A minimum of 10+ years of experience in database management, with a proven track record in Oracle Database service delivery.

**Languages :**

- English.

**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

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Alternative Location 1

Prague, Czech Republic

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Job ID

REQ-10019209

**Sr. Spec. DDIT IES Database Services**

[Apply to Job](#)

---

**Source URL:** <https://prod1.adacap.com/careers/career-search/job/details/req-10019209-sr-spec-ddit-ies-database-services>

## List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/INSURGENTES/Sr-Spec-DDIT-IES-Database-Services\\_REQ-10019209](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/Sr-Spec-DDIT-IES-Database-Services_REQ-10019209)
5. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/INSURGENTES/Sr-Spec-DDIT-IES-Database-Services\\_REQ-10019209](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/Sr-Spec-DDIT-IES-Database-Services_REQ-10019209)