

Sr. Spec. DDIT IES Plat. Svcs - Msg.

Job ID
REQ-10022818
Nov 14, 2024
India

Summary

As a Backbone Messaging Support Specialist, this role will take care of Gateway email cleaning solutions, spam, anti malware etc.

Provides fourth level support and operations for all SMTP related issues.

About the Role

Major accountabilities:

Responsible for gateway mail cleansing solutions, anti-malware, spam.

- Responsible 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 and EFD (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.
- Ensure effective collaboration between team members and other support teams within the TIS organization (i.e. – issues, resolutions, planned service interruptions etc.)
- Work with team members to ensure operational and support coverage as required.
- Monitors operations status and provides detailed reports as appropriate.
- Adheres to all Novartis compliance processes and procedures.
- Identifies and resolves problems that may impact daily operations.
- Provides support and assistance to customers to identify and resolve technical problems.
- Escalates issues / problems to other internal/external support organizations as necessary.
- Reviews and ensures compliance of technical operating instruction manuals, system documentation, work instructions, processes, standards and procedures.
- Execute change management activities as required.
- Performs related duties as assigned.
- Contributes/supports an environment which fosters a high-performance and innovative organization
- Maintains the highest standards of professional conduct and behavior in dealing with team members, colleagues, costumers and outside contacts.

Key performance indicators:

- Delivery on agreed KPIs including business impact -Launch of innovative technology solutions across Novartis at scale -Business impact and value generated from DDIT solutions -Adoption and development of Agile Productization and DevOps practices -Operations stability and effective risk management - Feedback on customer experience -Applications adherence to ISC requirements and are audit ready.

Minimum Requirements:

3 – 5 years of IT experience in operations and system management tasks.

- 3 - 5 years' experience in messaging including good knowledge of SMTP mail routing, DNS, MX records, SPF, Reverse Lookup etc. • Knowledge of PowerShell and scripting an advantage.
- Exposure to Office365 and Microsoft Exchange.
- 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

As the role is part of a global organization, willingness for required traveling is important.

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

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

[Apply to Job](#)

Job ID

REQ-10022818

Sr. Spec. DDIT IES Plat. Svcs - Msg.

[Apply to Job](#)

Source URL: <https://prod1.adacap.com/careers/career-search/job/details/req-10022818-sr-spec-ddit-ies-plat-svcs-msg>

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/Hyderabad-Office/Sr-Spec-DDIT-IES-Plat-Svcs---Msg_REQ-10022818
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Sr-Spec-DDIT-IES-Plat-Svcs---Msg_REQ-10022818