

# Sr. Spec. DDIT IES User Adptn & Engagement

Job ID  
REQ-10026759  
Nov 05, 2024  
India

## Summary

-Act as the primary point of contact for the business -specific business capability -for existing and new services to ensure that agreed services are being delivered to requirements and business user expectations and satisfaction levels are met

## About the Role

### Major accountabilities:

- Monitor, measure, report and review performance of services; 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, and secure operations measured by Availability, Performance, Capacity Metrics - Responsiveness and Recovery Speed of critical incidents / issues in business - Learning Agility - Productivity gains and defect reduction through continuous improvement - Automation led Programmable Infrastructure and Platform Services

### Minimum Requirements:

#### Work Experience:

- Ambiguity.
- Strong customer orientation.
- Relationship Management.
- Ability to work and lead (a cross-functional team) in a matrix.
- Market and customer intelligence.
- Experience working cross-functionally and trans-nationally.
- environment.

#### Skills:

- IT Governance.
- IT Infrastructures.
- IT Service Delivery.
- IT Service 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

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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