

# Senior Specialist for Infrastructure Services: O365 Collab Engineer

Job ID  
REQ-10027994  
Nov 06, 2024  
Czech Republic

## Summary

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

#LI-Hybrid

The purpose of this role is to design customer interactions and touchpoints with Novartis technology in order to optimize the customer experience and maximize value.

## About the Role

### Your key responsibilities:

- Design customer interactions and touchpoints with Novartis technology in order to optimize the customer experience and maximize value. Design End User Service Model, interaction and visual design
- Create an internal view of how people and technologies interact by providing human factors technical expertise on topics such as advanced user-interface technology development, taking into account human design considerations and providing information about requirements, needs, fatigue, ergonomics and usability of interfaces
- Utilize User Focused Design methodology to design the holistic customer experience acknowledging all relevant touchpoints. Build holistic end to end understanding of customer touchpoints
- Communicate and envision service concepts and ideas using standard methods that illustrate all the components and touch-points of the customer experience
- Apply innovative approaches to design, using creative facilitation techniques in collaborative co-creation workshop settings
- Explore and test new opportunities to improve customer experience and drive value. Collaborate with external service design partners
- Measure and analyze key emotional indicators, usability, and key performance indicators to identify areas for further design improvement
- Engage with internal and external communities for user insight. Accountable to ensure adherence with Security and Compliance policies and procedures within Service Design scope
- Identify, recommend, and implement technologies and governance policies which may further advance operational efficiencies of the O365 services and minimize the security risks within the platforms and services
- Work with O365/cloud service providers to drive roadmaps and deliver solutions necessary to meet

internal requirements, particularly in the areas of governance, security & compliance, and eDiscovery.

Commitment to Diversity & Inclusion: :

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

### **What you'll bring to the role:**

- 8 years of broad IT experience in an enterprise environment. In-depth knowledge of infrastructure, systems management and application architecture. Working in a global environment with multiple site installations. Working on applications with user populations in the 1000's Working with globally dispersed team members
- Experience reviewing SharePoint applications for quality, performance, security and maintainability. In addition to managing remediation efforts for SharePoint applications
- Good understanding of various O365 services like SharePoint, OneDrive, Teams, PowerApps, Flow, Mailboxes & Groups, Cloud App security, Device management etc.
- Good understanding of Azure Conditional Access policies, eDiscovery services, AIP, and AAD P1 tools and experience in implementing same across various O365 services
- Scripting knowledge using PnP, Graph APIs, PowerShell etc. to build automations around the O365 services and for governance and other Hybrid setups.

### **Why Novartis?**

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

### **You'll receive:**

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Public Transportation Allowance; MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

### **Accessibility and accommodation:**

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to 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>

**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

Czech Republic

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Alternative Location 1

Barcelona Gran Vía, Spain

Alternative Location 2

INSURGENTES, Mexico

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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7. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Prague/Senior-Specialist-for-Infrastructure-Services--O365-Collab-Engineer\\_REQ-10027994-1](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Prague/Senior-Specialist-for-Infrastructure-Services--O365-Collab-Engineer_REQ-10027994-1)