NOVARTIS

Sr. Spec. DDIT IES NetSec Extranet Service Manager

Job ID
REQ-10037092
Jan 23, 2025
Mexico

Summary

The job description for the Extranet Service Manager role involves managing perimeter and DMZ security, including firewalls (Checkpoint and Palo Alto), and DMZ zones. The role requires leading and supporting projects related to firewall services, remote access connectivity (VPNs), and SASE (Netskope). Responsibilities include designing and reviewing security implementations, ensuring continuous improvement of systems, vendor and stakeholder management, and project execution.
The role also involves ITIL practices, operations management, and using tools like Splunk, Tufin, and Netbrain. Additionally, the role includes process design and documentation, and ensuring alignment with business continuity plan

About the Role

- To perform as a point of escalation and drive various implementation and Operations projects assisting on-ground team with the following solutions: Firewall Services (Checkpoint & Palo Alto), Remote Access Connectivity Services (VPN's) and SASE (Network Private Access (NPA) Services - Netskope).
- Initiate, lead and support projects and their delivery in accordance with project goals, time scales and costs in compliance with Novartis methodologies.
- Design/Review implementations or deployment of perimeter security solutions as per best practices.
- Part of Proof of Concept of new/enhanced perimeter security solutions.
- Ensure the continuous improvement, rationalization and management of existing systems and operations. Vendor, support provider and stakeholder management.
- Good exposure on ITIL in practice – Service Operations, Incident, Change, Service Request management.
- ServiceNow (Service design, portfolio management, Incident/Change/Problem Management) 0Process design and documentation (Standard Operating Procedures, Work Instructions, IQ/OQ etc.)
- End-customer operations Experience (Service Desk, user facing services delivery).

Main Requirements:

- Good Understanding on Perimeter and DMZ Security with minimum 5 years of experience (Firewalls – Checkpoint and Palo Alto). Good Exposure on DMZ zones and firewalls services/blades (IPS/IDS, Antivirus, URL Filtering, Anti-bot etc)
- strong knowledge in IT Service Management. (Service Now)
- Splunk, Tufin, Netbrain, etc is a plus.
- Network Monitoring, Planning, Problem Solving Skills, Risk Management, Vendor Management.

Languages :

- English.

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Division
Operations
Business Unit
CTS
Location
Mexico
Site
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
Technology Transformation
Job Type
Full time
Employment Type
Regular
Shift Work
No
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