NOVARTIS

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

Job ID
REQ-10022818
Nov. 14, 2024
Indien

Zusammenfassung

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.

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Abteilung
Operations
Business Unit
CTS
Ort
Indien
Website
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

<u>Apply to Job</u>

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