

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

Job ID  
REQ-10022818  
Nov 14, 2024  
India

## Sommario

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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Divisione

Operations

Business Unit

CTS

Posizione

India

Sito

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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