

# Sr. Spec. DDIT IES Infra Svs Storage Ops

Job ID  
REQ-10018554  
Aug 12, 2024  
India

## Summary

- Specialist to support service ownership of the build, operational support and maintenance for the Backup and Storage services.
- Supports developing and maintaining a technology roadmap according to the respective Service Strategies.
- Works with operations team to maintain stable operations and health of the infrastructure.

## About the Role

### Major accountabilities:

- **Service Management:** Manage and optimize the Backup and Storage services to deliver value for money to the business and ensure SLA's and services are managed effectively
- **Service Strategy:** Govern the definition of service strategies and roadmaps through 0 – 36-month horizons, working with the Architecture & Engineering teams and taking into account company direction, external trends and direct business need. Continuously look for service improvements within the backup/storage domains to ensure service robustness
- **Change Management:** Manage the infrastructure component design and delivery in support of the business needs, and Novartis projects and programs. Take full accountability with the governance aspect of the change management to ensure all change and releases are aligned with the business imperatives
- **Supplier Management:** Operate contracts and manage relationships effectively with global and regional suppliers and technology partners
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### Key performance indicators:

- **Service Management:** Manage all suppliers within the Backup & Storage Infrastructure services to ensure that quality, cost and service are managed effectively in conjunction with any planned service changes e.g. service transition etc. Be metrics driven – create, review and improve the metrics (KPIs) focused around both operational and capacity efficiencies of the Backup and Storage infrastructure
- **Stakeholder Management:** Has a key role in all global or regional decisions related to the associated services and managing stakeholder and supplier relationships
- **ITIL Processes:** Accountable for the operational execution of all processes within the Service (e.g. incident, problem, change, capacity etc.)
- **Supplier Management:** Develops, directs, implements, and coordinates activities and processes to manage the supplier relationship and all other impacted NBS Stakeholders at a global and regional level where appropriate.
- **Contract Management:** Proactively manage all aspects of the supplier agreements for the associated service components and support changes to contracts as we transition or change any delivery of

services.

- **Financial Management:** Drive the financial performance of the supplier, overall P&L for the service and delivering value for money to the business and drive the required savings to optimize the services. Keep close watch on the asset management function within the domain, identify opportunities for license consolidations, and cost avoidance.
- **Capacity Management:** Proactively monitor / manage service capacity and react to capacity and availability management events and issues as required with the supplier. Responsible in making sure the core Backup/Storage infrastructure is always current and with good support standing from the vendor – create and maintain a sound life cycle management policy.
- **Incident & Problem Management:** Responsible for ensuring the supplier manages the resolution of all incidents and request fulfilment for the service. Provides appropriate guidance during incidents and problems to ensure swift recovery of service. Be able to take quick and responsible decisions during such instances.
- **Service Improvement:** Own and effectively manage service improvement initiatives and remediating actions. Primary focus on three core aspects of operations – Monitoring, Patching and data protection.
- **Risk Management:** Ensure the service is delivered in line with global Novartis standards and processes and that risks are identified and managed effectively
- **Service Documentation:** Accountable for ensuring all service documentation is up to date and stored and maintained within the appropriate repository.
- **Service Strategy:** Support the Strategy Lead and Architecture and Solutions Lead identify and understand future service requirements globally

#### **Minimum Requirements:**

##### **Work Experience:**

- Bachelor/Master/Engineering Graduates
- 10 years+ of service operational experience in managing both Backup and Storage infrastructure services.
- 3+ years of technical and service management experience either directly or indirectly managing technical resources supporting the backup/storage infrastructure
- Sound understanding and or hands-on experience in Storage/Backup infrastructure – life cycle management, Firmware updates, platform migrations, capacity management etc., and is up to date with the latest trend within the domain
- Good understanding of the following technologies would be highly desired:
  - Storage: NetApp, Dell-EMC, IBM, Brocade
  - Backup: Commvault
- Experience in creating KPIs and measuring the services performance against defined KPI using tools and techniques
- Experience in managing services delivered 24\*7 across multiple time zones – US and EMEA.
- Demonstrated experience in managing the services within the ITIL framework that include Incident, Problem, Capacity, Change and Release management
- Experience in managing and developing 3rd party business relationships under service delivery model
- Experience related to the outsourcing industry is highly desirable

##### **Skills:**

- Communication Skills.
- IT Infrastructures.
- IT Operations.

- IT Service Management.
- Problem Solving Skills.
- System Integration.
- Vendor Management.

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Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Alternative Location 1

Prague, Czech Republic

Job Type

Full time

Employment Type

Regular

Shift Work

No

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