

# Mgr. DDIT Svc.Mgt China

Job ID

393955BR

Apr 21, 2024

China

## Summary

-Drive holistic IT Service Management including all ITIL Processes, Service Operations as well as Operational Quality Management oversight along with continual service improvement and supplier operational governance  
-Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered often on 24X7 basis as per shifts. -Manage a service operation with standardized services, processes, and tools to provide efficient, high quality services -Meet customer and internal IT service levels and proactively drive continuous service improvement collaboration with the Service excellence team of the Function -Contribute to enabling operational excellence and continuous improvement in the Service quality across TT. -Drive the delivery of the service ensuring delivery to SLA and Service continuity meeting the consumer needs

## About the Role

### Major accountabilities:

- Deliver on TIS process operations for specific process out of Change Management, Problem Management, Knowledge management, Service Request Management, Event Management, Incident management, Major Incident Management, Asset, Configuration management Transition Management as well as Availability Management etc (some of which be on 24X7 basis) on daily basis.
- This role ensures the correct execution of a specific process or a group of processes by a supplier.
- Work involves analysis of process related data and come out with gaps and action as for specific supplier and service line.
- Role is also responsible meeting various process KPIs, publishing of periodic dashboards as well as reports and correctness of the same.
- These processes require engagement and timely communications with functional stakeholders.
- Role also supports escalation manager/ Major Incident Manager for MIM.
- Deliver on IT Service Management for specific tower/ service line across ITIL process, Service Operations along with continual service improvement and supplier operational governance Support in Predict and prevent operations for assigned scope with target to identify gaps, reducing MTTR, improving time to delivery and CSAT within the scope in collaboration with service lines.
- Manage a service operations with standardized services, processes and tools to provide efficient, high quality services.
- This role will analyze and identify improvement opportunities in existing processes, procedures, and drive for improvement using Six Sigma, Process simplification or Automation.
- Provide analytical report fora actionable periodic Supplier Governance calls ensuring they deliver quality services, meet all KPIs and SLAs along with CSAT targets.
- This role also needs to work on process simplifications and improvement areas to ensure efficient

operations delivery and stable IT environment.

- Support in ensuring that Asset relevant attributes are correctly maintained in the Configuration and Asset Mgmt.
- System.
- Also engage as super user group for all matters related to processes.
- Alternatively also develop and govern processes to effectively manage both internal and external audits across TIS, including audit stakeholder management, remediation tracking, status reporting and lessons learnt sharing.
- Act as the SPOC for both internal and external audit teams across the organization and coordinate respective activities.
- In addition Monitor compliance of the NVS vendors to defined g

#### **Key performance indicators:**

- Stable, compliant, secure, and effective operations measured by Availability, Performance, Capacity Metrics -State of process adherence by suppliers and SLA/ KPI achievements -No major business disruptions, Responsiveness and Recovery Speed of critical incidents / issues in business -Speed and agility in delivering services to users -Operational targets, SLAs and KPIs are met -Productivity gains and defect reduction through continuous improvement -Automation led Programmable Infrastructure and Platform Services -Quality of 24X7 Support

#### **Minimum Requirements:**

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

- Operations Management and Execution.
- Ambiguity.
- Accountability.
- Risk.
- Project Management.
- People Leadership.
- Proven Ability to Develop trust-based relationships with key regional.
- Patient/client driven with excellent communication skills.
- Strategy Development.
- Strong cross functional leadership.
- Supporting Quality activities / issues.
- Process management.
- Financial Management.
- stakeholders.

##### **Skills:**

- Negotiating.
- Strategic thinking and planning.
- Communicating with different customer groups.
- Quality Management & Standards.
- Management of Ambiguity and Uncertainty.
- Cost-Effective Spend Management.
- Quality Assurance.
- IT Governance.
- Developing and delivering presentations.

- IT Incident & Problem Management.
- Talent & Leadership Development.
- IT Service Level Management.
- Finance Management.
- Coaching for Performance & Development.

**Languages :**

- English.

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Division

Operations

Business Unit

CTS

Location

China

Site

Dalian (Liaoning Province)

Company / Legal Entity

CN14 (FCRS = CN014) China Novartis Institutes for BioMedical Research Co., Ltd.

Job Type

Full time

Employment Type

Regular

Shift Work

No

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