

# Private Cloud, Service Delivery Manager

Job ID  
REQ-10010733  
Jul 17, 2024  
Czech Republic

## Summary

Location: Prague (Hybrid)

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

At Novartis, we are committed to improving patient outcomes through innovative healthcare solutions. As a Service Delivery Manager for private cloud services, you will play a crucial role in enabling our global operations by ensuring the availability, reliability, and performance of our private cloud infrastructure. In this highly visible role, you will have the opportunity to collaborate with multi-functional teams, drive continuous improvement, and contribute to the overall success of Novartis' IT strategy. If you are passionate about technology and determined to make a positive impact, we welcome you to join our team.

## About the Role

Role Responsibilities:

- **Service Delivery Management:** Be responsible for the end-to-end delivery of private cloud services, including installation, configuration, maintenance, and support to meet business requirements.
- **Service Level Agreements (SLAs):** Define, monitor, and report on SLAs, ensuring that private cloud services meet agreed-upon performance indicators, uptime, and availability targets.
- **Customer Relationship Management:** Establish and maintain strong relationships with internal and external partners to understand their requirements and address any issues or concerns related to private cloud services.
- **Vendor Management:** Work closely with vendors to manage service contracts, ensure compliance, resolve issues, and drive continuous improvement in service delivery.
- **Incident and Problem Management:** Collaborate with the IT Operations team to manage and resolve incidents and problems related to private cloud services, ensuring minimal disruption to business operations.
- **Capacity and Performance Management:** Monitor private cloud infrastructure and platforms to anticipate capacity needs, optimize performance, and implement necessary upgrades or scalability measures.
- **Change and Release Management:** Coordinate and facilitate the planning, testing, and deployment of changes and releases to the private cloud environment, ensuring minimal impact on service delivery.
- **Continuous Improvement:** Lead initiatives to identify and implement process improvements, automation, and standard methodologies to enhance the efficiency, reliability, and security of private cloud services.
- **Documentation and Reporting:** Maintain accurate documentation of private cloud service

configurations, processes, and procedures. Produce regular reports on service performance, incidents, and improvements.

- **Team Management:** Lead a team of private cloud specialists, providing guidance, coaching, and support to ensure their professional growth, high levels of productivity, and customer satisfaction.

#### **Role Requirements:**

- Proven experience in running private cloud services, preferably in a large enterprise environment.
- Strong knowledge of private cloud platforms, virtualization technologies, and IT infrastructure.
- Solid understanding of ITIL best practices and methodologies.
- Experience in vendor management and contract negotiations.
- Superb communication and interpersonal skills to effectively collaborate with collaborators at all levels.
- Strong analytical and problem-solving abilities.
- Ability to work in a fast-paced, global, and highly regulated industry

**Benefits and Rewards:** Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Public Transportation allowance; MultiSport Card, Employee Share Purchase Plan. Find out more about Novartis Business Services: <https://www.novartis.cz/>

**Accessibility and accommodation:** Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

**Why Novartis?** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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Division

Operations

Business Unit

CTS

Location

Czech Republic

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Job Type

Full time

Employment Type

Regular

Shift Work

No

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