

Associate Director - End User Readiness Release Manager.

Job ID
REQ-10018749
Aug 13, 2024
India

Summary

User Readiness Release Manager, IT Experience will be responsible to work closely with IT Product and Service Owners to ensure End User touch point releases are well planned, tested & seamlessly executed without any service interruptions.

He / She works closely with all the stakeholders in planning at every stage of release & testing in all environments & provides all the necessary feedback effecting end user journey w.r.t UI/UX; also ensures they are all fixed before the prod release. Effective assessment of user impact, "What's Changing?"; extent of change to the end user from his current behavior & will work closely with user adoption and training team for a seamless & a successful adoption.

About the Role

High level Job description

- **Planning and Scheduling:** You'll collaborate with various teams to create release plans, identify user dependencies, and establish release schedules that meet deadlines and minimize disruptions for users.
- **Release Execution:** You'll be responsible for monitoring the release process through various stages, ensuring adherence to established procedures and timelines.
- **Communication and Coordination:** You'll act as a central point of contact, keeping all stakeholders informed about the release process, potential roadblocks, and progress updates. This will involve clear and concise communication through meetings, reports, and documentation.
- **Service Acceptance & Change Management:** Define and document user acceptance criteria to guarantee new services function as intended and don't cause user interruptions. Proactively identifying and mitigating risks associated with releases is crucial. You'll work with the team to develop contingency plans and ensure a smooth rollout.
- **Documentation:** Maintaining accurate and up-to-date release documentation is essential. You'll be responsible for creating and updating documents that outline release plans, procedures, and post-release impact reports & roll back plans, if release fails.
- **Process Improvement:** Continuously seeking ways to optimize the release management process is important. You'll work with the team to identify areas for improvement and implement changes for increased efficiency.
- **User impact:** Thorough testing in analyzing user impact before the release & close monitoring of issues reported post release and reporting.

Skills required:

- **Release management: 5+ years of proficiency** in software release management or service onboarding life cycle, necessary preparations, communications, risk management, change management and adoption planning. Strong project management skills are a plus
- **Stakeholder Management:** Ability to effectively engage and manage relationships with diverse stakeholders, including senior leadership, department heads, IT teams, and end-users.
- **Strong Communication and social engagement Skills:** Ability to effectively engage users via Yammer and other social channels in the organization and become a user champion in driving effective solutions. Excellent communication and interpersonal skills are required. Multilingual abilities are a strong plus
- **Technology Proficiency:** Familiarity with enterprise technologies, enterprise tools, mobile devices, operating systems, and enterprise collaboration tools/ platforms.
- **User Experience (UX):** Basics of UX design principles and methodologies, UX measures post release
- **Highly organized and detail-oriented individual** with a passion for ensuring IT id delivered with empathy while ensuring smooth operations

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Division

Operations

Business Unit

CTS

Location

India

Site

Andhra Pradesh

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Alternative Location 1

Hyderabad (Office), India

Job Type

Full time

Employment Type

Regular

Shift Work

No

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