

Private Cloud, Service Delivery Manager

Job ID

REQ-10010733

Jul 17, 2024

India

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

Role Requirements

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Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

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

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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