NOVARTIS

Sr Principal Observability Engineer

Job ID
REQ-10015676
Oct 17, 2024
India

About the Role

Major accountabilities:

- Implement observability tools and practices across product and service teams to ensure comprehensive monitoring and insight.
- Collaborate with different product teams and their respective owners to create observability solutions that meet diverse requirements, with a focus on aligning with business KPIs.
- Develop solutions for logging, metrics, and traces using tools like Open Telemetry (OTEL), ensuring efficient and effective data collection and analysis.
- Rapidly diagnose and resolve service faults, troubleshoot and fix performance issues, and communicate resolutions to users as appropriate.
- Engage in continuous improvement and learning by taking on various projects and consistently evaluating and adopting new technologies.
- Contribute to maintaining the pattern catalogue in the respective domain, ensuring alignment with best practices and evolving needs.

Essential Requirements:

- 10 years of work experience in monitoring setup using any of the following tools: Dynatrace, Datadog, ELK stack, Splunk, AppDynamics, Grafana/Prometheus, New Relic. This experience must have been accrued in critical production environments.
- At least 5-6 years of professional experience in end-to-end observability covering technical, user experience, and business outcome metrics.
- Prior experience working with private cloud and Cloud-native public-cloud platforms (particularly AWS) hosted applications.
- Hands-on administrative knowledge of Linux, Chef, Jenkins, and Bitbucket is required.
- Strong understanding of Prometheus, OTEL, and Grafana is a must.
- Fair understanding of Application and Infra monitoring is mandatory.
- Proven track record of leading cross-functional teams and driving large-scale observability projects from concept to completion.
- Ability to architect and implement robust observability solutions that align with industry best practices and organizational goals.
- Experience as a technical lead or architect in designing and building observability frameworks and platforms.
- Excellent problem-solving and troubleshooting skills, with a focus on performance tuning and optimization.
- Strong communication and stakeholder management skills, with the ability to convey complex technical

concepts to diverse audiences.

- Emphasis on the ability to adapt and learn quickly in a fast-paced environment, demonstrating resilience and flexibility in the face of change.

Desirable Requirements:

- Observability and Monitoring Tools (e.g., Open Telemetry, Prometheus, Grafana).
- Data Analysis and Visualization.
- Troubleshooting and Problem-Solving.
- Collaboration and Stakeholder Management.
- Metrics, Logging, and Tracing Implementation.
- Scripting and Automation (e.g., Python, Bash, PowerShell).
- Performance Tuning and Optimization.
- Cloud Platforms and Services (e.g., AWS, Azure, GCP).
- Knowledge of Microservices and Container Orchestration (e.g., Kubernetes, Docker).
- Communication and Documentation.
- Continuous Improvement and Learning.

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: https://www.novartis.com/about/strategy/people-and-culture

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. https://www.novartis.com/careers/benefits-rewards

Commitment to Diversity and Inclusion:
Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: https://talentnetwork.novartis.com/network

Role Requirements

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

Biomedical Research

Business Unit

Pharma Research

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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