

Operations Specialist

Job ID

REQ-10070448

Mar 30, 2026

LOC_US

About the Role

- SAP Support
 - Monitor and track service orders and incident tickets to ensure timely resolution and adherence to SLAs.
 - Act as a liaison between business users, LDC, and technical support teams to coordinate issue resolution and service delivery.
 - Provide day-to-day operational support for Operations, ensuring system stability and user satisfaction.
 - Document and escalate recurring issues or trends to appropriate teams for root cause analysis and long-term resolution.
 - Support change management activities by coordinating with stakeholders and ensuring communication of system updates or outages.
 - Maintain accurate records of support activities, including ticket status, resolution steps, and communication logs.
- Requirements Gathering and Analysis
 - Collaborate with business stakeholders to gather and document requirements for system enhancements, reporting needs, and process improvements.
 - Translate business needs into clear, actionable support tickets or project requests, ensuring alignment with LDC Core design.
 - Coordinate with cross-functional teams to assess feasibility, prioritize requests, and support implementation planning.
 - Participate in user acceptance testing (UAT) and validation of changes to ensure they meet business expectations.
 - Maintain documentation of requirements, decisions, and outcomes to support knowledge transfer and continuous improvement.
 - Develop and maintain process documentation including SOPs, Work Instructions, and Training Materials.
 - Provide SAP support for local change control processes and ensure alignment with GxP and regulatory standards.
- Project & Stakeholder Engagement
 - Coordinate SAP Release implementations and rollout projects, including system testing and go-live support.
 - Liaise with cross-functional teams (Manufacturing, QA, Warehouse, Engineering) to ensure SAP solutions meet operational needs.
 - Train and mentor Super Users to build internal SAP expertise.
- Compliance & Reporting
 - Ensure compliance with Novartis standards and regulatory requirements.
 - Prepare reports and dashboards to monitor logistics KPIs and SAP system performance.
- Provide technical support to manufacturing operations outside of standard U.S. business hours, including evenings and weekends, when approved based on operational requirements.

Qualifications

Minimum Requirements

- Bachelor's degree in Supply Chain Management, Logistics, Business Administration, or related field.
- 5+ years of experience in SAP logistics, with hands-on exposure to SAP S4 logistics and manufacturing modules.
- Strong understanding of GxP documentation and validated environments.
- Experience in authoring SOPs and training materials.

Preferred Qualifications

- Experience in pharmaceutical or regulated industries.
- Familiarity with SAP GUI and Fiori Launchpad.
- Strong analytical and problem-solving skills.
- Excellent communication and stakeholder management abilities.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_TO

Business Unit

Administration & Facility

Location

LOC_US

Site

Morris Plains

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

FCT_TO

Job Type

Full time

Employment Type

Regular

Shift Work

No

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