

Sr. Operations Manager

Job ID

REQ-10087262

Sep 17, 2026

LOC_IN

About the Role

Major Accountabilities

- Own the end-to-end operational lifecycle of applications, including onboarding, production support, upgrades, enhancements, and decommissioning.
- Ensure application stability, availability, performance, reliability, and operational resilience across global environments.
- Lead incident, problem, and service management activities, driving timely resolution, root cause elimination, and prevention of recurring issues.
- Govern application releases, patches, upgrades, and vendor-driven changes while ensuring operational readiness and minimal business disruption.
- Drive security, vulnerability remediation, compliance, audit readiness, and adherence to enterprise governance standards.
- Manage cross-functional dependencies with infrastructure, platform, integration, backup, and disaster recovery teams to ensure business continuity.
- Define, monitor, and improve service performance through SLAs, KPIs, operational health metrics, and continuous performance reporting.
- Serve as the primary point of accountability for business stakeholders, engineering teams, vendors, and support partners regarding application operations.
- Lead external support providers, ensuring effective governance, service quality, cost optimization, license compliance, and resource efficiency.
- Drive continuous operational excellence through automation, knowledge management, user enablement, process optimization, and service improvement initiatives.

Essential Requirements

- Graduate/ Postgraduate in Technology or Life Sciences with relevant experience in business or operations in a complex environment.
- Bachelor's degree in technology or scientific domain.
- 7+ years relevant subject matter expertise, obtained through experience or education in software development or operations in a complex environment.
- Experience in IT operations or software development in complex business environments
- Highly collaborative, proven experience as a team player. Strong communication skills. Knowledge of Information Technology Service Management (ITSM)
- Familiarity with DevOps tools. Awareness of authentication protocols
- Knowledge of cloud environment and services (AWS - Amazon Web Services, Azure)
- Familiarity with drug discovery research or life sciences

Role Requirements

Division

DIV_RE

Business Unit

Research

Location

LOC_IN

Site
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
FCT_RD
Job Type
Full time
Employment Type
Regular
Shift Work
No
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