

Operations Specialist

Job ID
REQ-10070448
мар 30, 2026
CLIA

Сводка

Support and enhance SAP operations, with emphasis on Extended Warehouse Management (EWM) and Production Planning (PP), by ensuring reliable system performance and effective issue resolution. This role facilitates seamless integration of SAP modules with business processes through close coordination with support teams, contributing to operational continuity, compliance, and ongoing improvement across the supply chain.

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.

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List of links present in page

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