

# Project Manager

Job ID  
REQ-10014923  
Dec 03, 2024  
Malaysia

## Summary

- Manage the design, deployment and delivery of projects / project work streams providing IT solutions (e.g. MDM, CRM, Omnichannel, Data & Analytics, etc. with complex system integration requirements) that meet Novartis commercial and medical business requirements across APMA and Japan.
- Direct project teams and maintain control of progress, quality, and budget to meet the desired business objectives.
- Lead the deployment of projects and engaging with regional/local business and various TT functions where appropriate to secure timely implementations and local business adoptions where required
- Ensure harmonized global/regional solution and regional deployment approach are adopted to achieve speed, cost efficiency, operation simplification and user adoption.
- Ensure delivery excellence and leadership throughout the projects and drive changes management appropriately.
- Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered.
- Contribute to enabling operational excellence and continuous improvement in the Service quality across DDIT.
- Partner with Business Stakeholders and different DDIT functions in Demand shaping activities, providing optimal planning and estimation in terms of solution proposal, services, timelines, timeline, cost and resources.

## About the Role

### Major accountabilities:

- Manage the delivery of internal and outsourced projects from project initiation to transition to operations.
- Plans and manages the deployment in region/markets, allocate/align internal and/or external resources to accomplish deployment tasks and leads throughout the project duration until closure and handover to Operations, ensuring regional/market needs are being reflected in service/solution.
- Monitor and control project execution (including costs, operational budgets, project resources, timelines), establish project governance, managing risks and issues.
- Deliver projects on time and within budget and to meet the desired business objectives and success criteria.
- Manages quality of deliverables and maintains control over the project's status and budget.
- Coordinate with global teams and vendors to provide technical guidance required in project delivery and operations.
- Lead engineering aspect and solution integration design of the delivery team, continually help to deliver project, ensure team technical competency to match the ongoing, rapid changing technical environment.
- Participate in troubleshooting, validation of the whole solution until project completion and customer

acceptance.

- Subject Matter Expert for project delivery and/or operations in the given business sub-capability.
- Accountable to ensure adherence with Security and Compliance and GxP policies and procedures within Project Management service scope
- Ensure a smooth project transition to operations and the optimal planning and execution of all activities associated with a application/product release.
- Good understanding of business objectives, business processes and requirements needed to support demand analysis, project delivery and service delivery to business.
- Moderate/negotiate between global, regional and country needs and expectation to achieve the best solution that fits the organization purpose and customer satisfaction.
- Partner with business partners to ensure Technology Service/Solutions Delivery teams deliver products according to strategy with reuse across other areas.
- Ensure services, solutions, platforms, products are fit for purpose and achieve the desired business value and impact.
- Analyse business change management strategy and define and execute change management and training initiatives and material needed to ensure business buy-in and user adoption during project delivery and operation
- Assist to improve efficiency of operations in area of responsibility and support operations team in end-to-end delivery of service requests.
- Working with several teams across the organization and in a multicultural/multi time zones environment

#### **Key performance indicators:**

- Projects are effectively managed, enabling them to be on time, to budget and to the expected quality level.
- Lead the assigned project team to jointly achieve a high customer satisfaction
- Adherence to applicable Security and Compliance policies and controls; defined project management methodologies, tools, and practices; and to delivery processes for IT projects
- Successful deployments, high user adoption, measured by project KPI's and success criteria.
- Benefits delivered by portfolio (\$, risk mitigation, technology innovation, value added)
- Strong customer focus, knowledge of Japan market needs and ability to manage customer expectations, ability to establish and maintain a high level of customer trust and confidence
- Solid project management skills with ability to multitask and manage multiple small to medium projects in a cross-functional environment
- Demonstrated ability to apply skills and techniques to solve dynamic problems
- Strong teamwork and interpersonal skills at all management levels
- Launch of innovative technology solutions across Novartis at scale
- Operations stability and effective risk management
- Speed and agility in delivering services to users.

#### **Minimum Requirements:**

#### **Education & Qualification**

- University degree and relevant equivalent experience
- Understanding the Project Methodologies (Agile training) is a plus.

## Work Experience:

- Leading large and/or diverse multi-functional teams.
- 8+ years of experience in IT project delivery (particularly in Data & Analytics) involving complex solution integration design.
- Project Management
- Operational Excellence
- Financial Management
- People Leadership
- Knowledge of collaboration across functions/geographies
- Leveraging technology for business and customer needs
- Proven ability to Develop trust-based relationships with key regional stakeholders

## Skills:

- Strong project managements skills with solid experience in Data & Analytics projects with complex systems integration.
- Business acumen and commercial understanding (account management)
- Relationship Management
- Analyzing stakeholder requirements
- Knowledge of relevant tools and systems
- Knowledge of IT Infrastructure & systems
- Knowledge of IT Applications & tools
- Demand Planning
- Data Management
- Audit Methodology: Identifying and Testing Controls for Business Risk
- Strong Analytical Skills
- Strategic Mindset.

## Languages :

- Fluent in English (written and spoken), Japanese language is a major plus.

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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

Operations

Business Unit

CTS

Location

Malaysia

Site  
Selangor  
Company / Legal Entity  
MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)  
Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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