

# IT Strategic Business Partner US&I (Salesforce)

Job ID  
REQ-10022538  
Oct 01, 2024  
Spain

## Summary

Location: Barcelona (Hybrid)

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

The Strategic Business Partner for Patient Experience drives and ensures that DDIT global and local (where applicable) demand is captured from business and collaborates with other DDIT functions to ensure quality services are delivered to stakeholders as per agreed service descriptions.

This role contributes to the organization's strategy and implements objectives with technology strategy development, solution discovery, service, risk and relationship management. Acts as the Product Line Market or Country Lead.

-Responsible for product life-cycle in close partnership with the Global Product Line Lead and Business Product Owner. Manages the technical product road-map for a specific region or country.

Contributes to the Product Road-map from ideation to development through adoption, production operations and value realization.

Participates in prioritizing features to build minimum viable products towards incrementally delivering maximum business value.

Represent the business and customer strategy within the specific country/market/region.

## About the Role

### Major accountabilities:

- Drive forward thinking and innovation within business w.r.to tech driven business capabilities and processes, leading conversation with consulting mindset together with other IT TT functions.
- Accountable for Program, project & product delivery to the business.
- Partner with Business to drive Business transformation, programs enabled by technology, co-own transformation outcomes. Measure and drive business value of transformation initiatives underpinned by Programs, Projects, Products. Improve the 'ease of engagement' with IT TT for the business. Support the business to understand their choices to manage technology costs.
- Key business partner for business continuity. Serves as point of escalation, review and approval for key issues and decisions.

- Contribute to the definition of the operational objectives and medium-term planning according to the long-term plans established by the IT TT strategy.
- Articulate the local market business strategy and customer experience.
- Understands and contributes to the Product vision and road-map with the Product Line Lead and Business Product Owner.
- Identify and prioritize features to be delivered through the Product Backlog. Ensure that the Development Team understands items in the Product Backlog to the level needed. Collaborate with the Scrum Master on a regular basis.

### **Commitment to Diversity & Inclusion:**

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

### **Minimum Requirements:**

#### **Work Experience:**

- Leveraging digital technology / big data.
- Experience with customer engagement platforms like Salesforce; Contact center experience including any telephony platforms like Genesys and System integration
- Influencing without authority.
- Relationship Management.
- Working experience within the pharmaceutical industry desirable.
- Interactions with senior management.
- Multi-national global experience.
- Track record delivering global solutions at scale.
- Collaborating across boundaries.
- Vendor management.

#### **Languages :**

- English fluent

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>

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>

**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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**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

CTS

Location

Spain

Site

Barcelona Gran Vía

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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