

# Assoc. Dir. DDIT LDC Platform Mgt(SAP Solution Manager)

Job ID  
REQ-10025053  
Oct 25, 2024  
India

## Summary

Expert in area of Solution Design and Architecture of Novartis SAP Solution Manager product

## About the Role

### Responsibilities include, but are not limited to:

- Responsible for E2E delivery of SAP Solution Manager solution in Novartis (a.k.a Novasol), which is a highly efficient IT Lifecycle and Service Management solution covering all SAP software in Novartis.
- Drive adoption through contributing to Change Advisory Board with major stakeholders (SAP programs and projects, Platform, Upgrade, Operations and Enhancement teams), maintenance of solution documentation and trainings, maximizing productivity of the teams.
- Responsible for Design of features of Novartis Solution Manager, issues and decisions, release cycles
- Close collaboration with external partners which provide enhancements delivery service, monitoring team performance, SLA delivery, other aspects of partner services
- Development of product roadmap, proposing adoption and investment plans in line with cross functional business priorities and SAP product managers input.
- Contribute to resource and capacity plans in line with Business priorities and strategies and close collaboration with Novartis LDC and APD teams.
- Deep hands on technical and functional knowledge in SAP Solution Manager and related IT processes to lead and enable effective support to the organization.
- Operational Leadership of engaged, high-performing enhancement delivery team.

### Minimum Requirements:

- Minimum 3 years of Experience configuring, developing customizations for SAP Solution Manager in a global environment, including following modules: ITSM, CHARM with Transport Management, Solution Documentation, Monitoring
- Detailed understanding of ITSM processes in global SAP ERP environment, including understanding of processes, flows, roles and responsibilities of involved teams
- Experience working in ERP COE in a global enterprise environment (leading/contributing in multi-functional, global teams in a matrixed structure)
- Excellent oral and written communication skills, ability to explain high level concepts to leaders, as well as detailed requirements to internal and external developers and consultants.
- Strong interpersonal skills and the ability to understand and influence stakeholders within and across the function, building trust and driving the change agenda leveraging both the formal and the informal

elements of the organization.

**Desirable requirements:**

- Experience with special features in Solution manager like Dual Landscape, custom change governance
- Experience with integrations between SAP Solution Manager, Cloud ALM, Service Now, HP ALM would be a plus

Why consider 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>

Commitment to Diversity and Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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?

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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

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Alternative Location 1

Prague, Czech Republic

Alternative Location 2

Selangor, Malaysia  
Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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