

# Assoc. Dir. DDIT APD CE Service Mgmt.

Job ID  
REQ-10026085  
Oct 18, 2024  
Mexico

## Summary

- Responsible for holistic IT Service Management including all ITIL Processes, Service Operations as well as Operational Quality Management oversight along with continual service improvement and supplier operational governance. - Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered. - Manage a service operation with standardized services, processes, and tools to provide efficient, high quality services. - Provide highest business value through effective management of IT resources (people, financial resources, and services) related to the function. - Meet customer and internal IT service levels and proactively drive continuous service improvement collaboration with the Service excellence team of the Function. - Contribute to enabling operational excellence and continuous improvement in the Service quality across TT. - Own and drive the delivery of the service ensuring delivery to SLA and Service continuity meeting the consumer needs.

## About the Role

### Major accountabilities:

- Role will ensure that all contracted SLAs of suppliers are being reported correctly and engage any challenges to ITSMO and drive improvements.

### Key performance indicators:

- Stable, compliant, secure, and cost-effective operations measured by Availability, Performance, Capacity Metrics along with continuous cost reductions YOY.
- No major business disruptions, Responsiveness and Recovery Speed of critical incidents / issues in business.
- Speed and agility in delivering services to users.
- Operational targets, SLAs and KPIs are met.
- Operational efficiencies delivered through suppliers and level of process control.
- Learning Agility, Ability to evaluate and launch new services & capabilities.
- Productivity gains and defect reduction through continuous improvement.
- Automation led Programmable Infrastructure and Platform Services.
- Establish a Technical Vision, clear strategy, and execution against the plan.
- Compliance level of applicable IGM/ISRM policies.

### Minimum Requirements:

#### Work Experience:

- Financial Management.

- Supporting Quality activities / issues.
- Strong cross functional leadership.
- Risk.
- Ambiguity.
- Patient/client driven with excellent communication skills.
- Operations Management and Execution.

**Skills:**

- Budget Management.
- Communication Skills.
- Incident Management.
- IT Governance.
- IT Service Management.
- Performance Management.
- Problem Solving Skills.
- Quality Assurance.
- Stakeholder Management.

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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