

# Assoc. Dir. DDIT IES Int. Service Mgt.

Job ID  
REQ-10027688  
Oct 28, 2024  
India

## Summary

The Associate Director, Integrated Service Management, will play a crucial role in driving and enhancing IT sustainability and integrated service management objectives across DDIT functions, this position is responsible for developing and implementing strategies that align IT operations with the organization's goals.

## About the Role

### Major Accountabilities

**Sustainability Strategy Development:** Develop and implement comprehensive sustainability strategies that align with the organization's goals, including waste reduction, energy efficiency, and sustainable sourcing.

- **Cross-Functional Leadership:** Lead cross-functional teams to integrate sustainability practices into IT operations, product development, and supply chain processes.
- **Sustainability Reporting:** Oversee sustainability reporting and disclosure, ensuring compliance with relevant standards and regulations. Develop and maintain sustainability metrics and KPIs to track progress and identify areas for improvement.
- **Stakeholder Engagement:** Engage with internal and external stakeholders to promote sustainability initiatives and build partnerships that support the organization's sustainability goals.
- **Innovation and Continuous Improvement:** Identify and implement innovative solutions to enhance the sustainability of IT operations. Drive continuous improvement initiatives to reduce the environmental impact of IT services.
- **Risk Management:** Assess and manage sustainability-related risks within the IT department, ensuring that potential environmental impacts are identified and mitigated.
- **Training and Awareness:** Develop and deliver training programs to raise awareness of sustainability issues and best practices among IT staff and other stakeholders.

### Education:

(minimum/desirable)

Bachelor's Computer Science

- ITIL Certified
- Six Sigma Certified
- Service Now Administrator

### Languages:

English

## **Experience:**

Overall relevant work experience of 10-12 years:

- 8 plus years of work in process excellence
- Experience in pharmaceutical, device or healthcare industries, Digital / IT transformations an added advantage
- Leadership experience, experience in leading via influence to build effective working relationships across functions.
- Demonstrated ability to understand situations, interdependencies and challenges in a holistic way and plan and execute strategically.
- Excellent written and verbal communication skills. Ability to communicate effectively with personnel at all levels of the organization and to inspire confidence and support for compliance initiatives.
- Ability to oversee business and technology remediation projects and lead them to successful completion in an organized, efficient, and effective manner.
- The position requires a professional image/demeanor, as well as an extremely collaborative working attitude.
- Knowledge and Awareness of Novartis IT landscape will be a plus.

## **Skills & Knowledge**

- Knowledge and experience in Service Now
- Knowledge of Organizational transformations
- Tech-savvy with an understanding of emerging sustainability technologies.
- Ability to work under pressure and maintain positivity.
- Strong prioritization and focus on immediate business and customer needs.
- Excellent leadership and interpersonal skills within a global matrix organization.
- Strong customer-facing and relationship management skills.
- Excellent understanding of business requirements in the domain.
- IT Incident & Problem Management
- IT Change Implementation Planning & Management
- Process mapping and Mining experience
- Strong analytical skills (qualitative and quantitative aspects)

## **Competencies (based on Novartis Personal Effectiveness Competencies)**

- Applied Business Insights
- Being resilient
- Breakthrough Analysis
- Business Mindset
- Continuous Learning
- Interpersonal Savvy
- Joint Value Creation
- Managing Change
- Operational Excellence
- Stakeholder Engagement

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

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Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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