

# Assoc. Dir. DDIT OPS Sol.Del. SC D365

Job ID  
REQ-10036557  
Feb 27, 2025  
India

## Summary

Be the Technology Service Partner and represent Global Functions, while working closely with TechOps, Supply Chain, Quality and Finance Departments.

Gather Requirements and perform Prioritizing Assessments to determine feasibility of a Project/Solution, while identifying gaps in existing functionalities and developing a comprehensive requirement specification that will figure out estimate of cost, time and resources to deploy the solutions.

## 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 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 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 TT strategy
- Articulate the local market business strategy and customer experience
- Understands and contributes to the Product vision and roadmap 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

### Key performance indicators:

- Successful delivery and operations of standardized TT solutions for the Novartis [complex business process/site/sub-function] that are well aligned to the business strategy and global TT Strategy.
- KPIs which are relevant for customer satisfaction are clearly defined, constantly measured, and met.
- Meeting yearly budget target for TT projects and operations.

### Minimum Requirements:

## Work Experience:

- Leveraging digital technology / big data.
- Influencing without authority.
- Relationship Management.
- Working experience within the pharmaceutical industry.
- Interactions with senior management.
- Multi-national global experience.
- Track record delivering global solutions at scale.
- Collaborating across boundaries.

## Skills:

- Business Acumen.
- Business Requirements.
- Customer Requirements.
- Financial Modeling.
- Information Technology Consulting.
- Project Management.
- Stakeholder Management.
- Strategic Planning.
- Talent Development.
- Technical Analysis.

## Languages :

- English.

**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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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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