

Assoc. Dir. DDIT APD CE Service Mgmt.

Job ID
REQ-10026085
Oct 18, 2024
México

Resumen

- 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.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

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>

División

Operations

Business Unit

CTS

Ubicación

México

Sitio

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

[Apply to Job](#)

Job ID
REQ-10026085

Assoc. Dir. DDIT APD CE Service Mgmt.

[Apply to Job](#)

Source URL: <https://prod1.adacap.com/careers/career-search/job/details/req-10026085-assoc-dir-ddit-apd-ce-service-mgmt>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/Assoc-Dir-DDIT-APD-CE-Service-Mgmt_REQ-10026085-1
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/Assoc-Dir-DDIT-APD-CE-Service-Mgmt_REQ-10026085-1