

CRM Business Partner International

Job ID
REQ-10039351
fév 07, 2025
Espagne

Résumé

Location: Barcelona (Hybrid)

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

We are seeking a motivated and experienced CRM Business Partner International to join our team. As a CRM Business Partner, you will play a crucial role in developing strategic capabilities, driving innovation, and establishing value for our products and services. You will work closely with cross-functional teams to ensure technology adoption, product engineering, service design, security and compliance, and business process changes are effectively implemented.

- Develop the key capabilities and requirements which will drive our CRM of the future.
- Develop strategic capabilities to create product/services roadmaps from concept to development to launch, encompassing technology adoption, product engineering, service design, security and compliance, and business process change.
- Incubate and adopt emerging technologies, and launch products/services faster through rapid prototyping and iterative methods to prove and establish value.
- Focus and align innovation efforts with the business strategy, IT strategy, and legal/regulatory requirements.
- Establish and update strategies, implementation plans, and value cases to implement emerging technologies.
- Drive innovation using appropriate people, processes, partners, and tools.
- Identify and develop digital capabilities and form ecosystem partnerships in alignment with the Digital strategy and in support of TSA and Enterprise Innovation

About the Role

Major accountabilities:

- Designing standards to improve and sustain standardization of CRM solutions
- Partner with the international community to develop the requirements our field engagement model of the future.
- Support with internal IT CRM systems and documentation requirements, regulatory environments (if applicable), IT Service Portfolio, and industry best practices in leveraging technologies for the business and taking advantage of reusable products, solutions, and services wherever applicable.
- Ensuring designs produced adhere to architectural roadmap and support the development, execution and operations of solutions

- Ensuring that proposed solutions are documented in the form of functional as well as non-functional specifications, and are traceable to business requirements / user stories
- Supporting scoping, fit-gap workshops for CRM Product enhancements, proposing solutions for key gaps, enabling alignment with business teams.

Commitment to Diversity & Inclusion:

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

Minimum Requirements:

- Proven experience with Salesforce and/or Veeva CRM systems.
- - Excellent customer engagement skills.
- - Experience with IT projects in an international landscape.
- - Strong business analysis and requirements definition management skills.
- - Analytical and proactive thinking abilities.
- - Knowledge of project management models and techniques.
- - Financial modeling skills.
- - Experience in the pharmaceutical industry is highly desirable.
- - Background in engineering or related technical fields.
- - Experience in innovation consulting, stakeholder management, technology strategy, and vendor management.

Education

- Bachelor's degree in a relevant field
- Proven track record of successful CRM solution deployments in a global setting.
- English fluent

Why 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>

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? <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>

Division

Operations

Business Unit

CTS

Emplacement

Espagne

Site

Barcelona Gran Vía

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Job ID

REQ-10039351

CRM Business Partner International

[Apply to Job](#)

Source URL: <https://prod1.adacap.com/careers/career-search/job/details/req-10039351-crm-business-partner-international>

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/about/strategy/people-and-culture>
4. <https://talentnetwork.novartis.com/network>
5. <https://www.novartis.com/careers/benefits-rewards>
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Barcelona-Gran-Va/CRM-Business-Partner-International_REQ-10039351-1
7. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Barcelona-Gran-Va/CRM-Business-Partner-International_REQ-10039351-1