

Associate Director OPx Process Excellence

Job ID
REQ-10020984
Oct 03, 2024
India

About the Role

MAJOR ACCOUNTABILITIES

Accountable for end-to-end process framework and lifecycle management

- Ensure transparency and track linked KPIs
- Authorize to standardize processes and data management KPIs
- Oversee IT4IT tools across processes and maintain 100% compliance
- Drive Community of Process Owners for continual improvement.
- Be an expert and thought leaders to inject new thinking across within value chain
- Facilitate Community of Process management for processes & data quality improvement within value chain
- Drive the Strategy for the Operating Model
- Working with the Process Framework team responsible for the integrity of the end-to-end process framework ensuring flow of work and value within DDIT

JOB DIMENSIONS

- Complexity: Moderate to high complexity (include SOX, GxP, or operationally critical processes related to infra, information security, compliance and applications)
- Influence / impact: moderate-high influence / impact (large or geographically distributed practitioners); 10,000+ users impacted / works with senior business / IT stakeholders; Responsible for Service Management of complete individual domains; typically oversees vendor resources
- Knowledge & skills: 10+ years experience in relevant role. Ability to work fully work independently. Ability to lead without authority and good understanding of business processes.

EDUCATION / EXPERIENCE

- University degree in Informatics, Computer Sciences, business or similar OR relevant experience
- ITIL V4 Certification, Lean Six Sigma Green Belt minimum"
- Degree, preferable in Information Technology
- Data management certification like DCAM
- Good communication skills
- Strong in providing and designing infrastructure solutions
- Good understanding on infrastructure assets and how they are managed currently
- Good experience in document and process management tools

PROFESSIONAL COMPETENCIES

- 10+ years of relevant IT experience
- Experience of all IT processes (ITIL V4)
- Experience in Transformation Planning and Execution
- Experience in managing IT Management Tool suite and Process services
- Experience of working in IGM classified environment

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>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

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

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>

Role Requirements

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

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Alternative Location 1

Czech Republic

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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