

## Sr. Spec. IT Solution Delivery

Job ID  
REQ-10013843

Jul 15, 2024

Mexico

### Summary

-Functions in line with the operating model -Proactively drive campaigns and TIS Initiatives for infrastructure relevant topics (EOL, other) -Develops and enhances relationships with key stakeholders, acting as a trusted advisor / key point of contact actively managing expectations and monitoring satisfaction levels and service adoption -Provide program management to impactful initiatives where required and their delivery in accordance with project goals, timescales, costs, Novartis methodologies and own defined approach -Understand complex IT landscapes -Influence work practices in own area of expertise across different IT domains

### About the Role

Major accountabilities:

- Oversee end-to-end Delivery/integration of Infrastructure services delivered to Partner organizations including Operations, Projects, Application Infrastructure Portfolio and Demand

#### Alignment

- Contribute to regular/periodic reviews bringing in IT Function perspective
- Collaborate and communicate with DDIT OPS Site teams to align infrastructure related priorities and ensure smooth service operations and execution
- Drive collaboration with DDIT OPS site teams via coaching, training, and identification/exploitation of opportunities and synergies at a local level
- Develops and enhances relationships with key stakeholders, acting as a trusted advisor / key point of contact actively managing expectations and monitoring satisfaction levels and service adoption
- Manage escalations for the timely resolution of infrastructure incidents (and/or other processes) that impact Manufacturing sites and/or DDIT OPS applications, Support audit preparation, participation, and remediation for assigned scope
- This role collaborates with the rest of IES to ensure quality of services and seamless delivery to assigned DDIT OPS scope as per agreed Solution Delivery and other IT unit 's service descriptions.
- Collaborates with teams from DDIT OPS, IES, ISC, APD and Architecture and manages infra services for ~10 manufacturing sites in NA, SA&Canada.
- Coordinates, leads, guides global & local infra teams to ensure op. stability and effective solution Delivery and is escalation contact.
- Contributes to partnering, strategic initiatives/programs for one or more Technology Platforms in DDIT OPS.
- Support infrastructure life cycle management campaigns and other initiatives (e.g., new services for C-layer hosting).
- Support the execution of local and/or global infrastructure projects and strategic programs for IES and DDIT OPS (e.g., TOPAZ, MES Golden Image), ensuring hand-over into operational support

#### Minimum Requirements:

#### Work Experience:

- Strong knowledge of IT service management processes and experience in improving processes
- Experience leading cross functional teams and managing relationships with business customers
- Experience of working with multiple third party vendors, strong customer focus
- 6+ years of experience in IT service operations
- Proven ability to work effectively and collaboratively in a complex matrix organization, Proven ability to understand and influence stakeholders within and across the function, building trust and driving the change agenda leveraging both the formal and the informal elements of the organization
- Proven ability to deal with uncertainty, adjusting course as the circumstances change, without jeopardizing the end goals and the achievement of the strategic objectives

#### Skills:

- Decision Making Skills.
- Influencing Skills.
- IT Governance.
- IT Infrastructures.

- IT Management.
- Strategic Consulting.
- System Integration.
- Talent Development.
- Technology Strategy.

Languages:

- English.

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Division  
Operations

Business Unit  
CTS

Location  
Mexico

Site  
INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area  
Information Technology

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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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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