

## Associate Director, Veeva CRM Architect

Job ID  
REQ-10018949

Sep 03, 2024

Spain

### Summary

Location: Barcelona (Hybrid - Office) #LI-Hybrid

As CRM Solution Architect, you will be responsible for shaping our current and future CRM solutions, used by more than 50k users globally. Your extensive knowledge of how CRM solutions are deployed in the pharmaceutical industry and your ability to find the right balance between the use of out-of-the box / global standardization VS custom development / country-specific configurations will be key in that position.

### About the Role

Role Responsibilities:

- Use your extensive knowledge of CRM applications, Salesforce Platform and Veeva CRM suite to define both the high-level architecture and detailed solution design of our applications

- Coach/guide technical design experts and developers on their daily activities, acting as the main technical point of contact for CRM solutions
- Design and implement process to build harmonized global (core) solutions to be deployed in multiple salesforce environments, define core application rules and best practices, solve conflicts between core solutions VS local deployments
- Stay open-minded and curious about new technologies and trends, while making sure that the company is getting the right value from the current and new solutions/technologies being considered for adoption
- Liaise with our partners (software vendors, system integrators, service providers) for the continuous evolution of our solutions, bringing both continuous and disruptive innovations to the table Evaluate different data integration patterns and propose/recommend the right solutions for each case

What you ' ll bring to the role:

- 7+ years of experience designing and implementing Veeva-based solutions, in a multi-country / multi-org environment.
- Hands-on experience as main solution design / architecture role for CRM implementations
- Extensive experience on:
  - GDO / CORE models for CRM applications
  - Salesforce metadata API or SFDX based deployments, Salesforce metadata packaging, deployment troubleshooting
  - Configuring / customizing Veeva CRM software package in Salesforce environments
  - Veeva CRM data model, broad knowledge of the different solution areas (MCCP, DCRs, Product Metrics, Consent Management, Approved E-mail, Event Management and other modules)
- Understanding of other Veeva solutions such as Vault (Promomats / Medcomms) and Align
- Very good communication and problem-solving skills; you like to work in agile methodology
- You have a strong understanding of other related technologies (SQL, SOQL, REST, SOAP, HTML5, JavaScript, etc.)
- You have experience with Product Development Lifecycle and DevOps tools like Azure DevOps, GIT, Jenkins, JIRA, etc.
- You can work independently, proactive identify challenges, and be accountable
- Fluent English both written and spoken

Benefits & Rewards: Read our handbook to learn about all the ways we ' ll help you thrive personally and professionally: [Novartis Life Handbook](#)

Benefits in Spain include Company Pension plan; Life and Accidental Insurance; Meals; Allowance or Canteen in the office; Flexible working hours.

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>

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## 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.

This role is based in Barcelona, Spain. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you

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  
Spain

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

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