

## Assoc. Dir. DDIT US&I Service Management Access

Job ID  
REQ-10022860

Oct 04, 2024

India

### Summary

The Assoc. Dir. DDIT US&I Service Management - Commercial Applications is a key role within the Novartis Market Access technology team, responsible for leading the design, development, and deployment of commercial applications.

This role involves overseeing a team of developers, collaborating with cross-functional teams, supporting IT SOX audits, and ensuring the delivery of high-quality software solutions that meet business requirements. The ideal candidate is a seasoned technical expert with strong leadership skills, deep understanding of Operational Support, commercial application development and integrations.

### About the Role

Roles and responsibilities:

## Technical Leadership and Strategy

- **Technology Roadmap:** Develop and maintain a strategic roadmap for the technical aspects of commercial applications. Align with overall business strategy and technology advancements.
- **Business Applications:** Understand the design and architecture of solutions supporting the MMF Business (ModelN preferred) and other commercial platforms. Ensure that all systems are scalable, secure, and efficient.
- **Innovation:** Drive the adoption of new technologies and best practices to enhance application performance, security, and scalability.

## Compliance

- Ensuring accurate and timely internal controls assessments and reporting; adherence to Novartis Financial Controls Manual (NFCM) and IT Application Controls (ITAC);
- Oversee execution of the Change Control process in ServiceNow to ensure compliance to the process.
- Contributing to MMF team interactions on IT SOX controls, audits and reviews with auditors (internal/external);
- Partners with the IT Governance team to ensure compliance with IT Controls, standards, procedures, and associated documentation.

## Delivery Management

- **Delivery Oversight:** Manage the full SDLC involving design, development and testing of commercial projects/enhancements. Create detailed delivery plans and track progress to ensure timely completion.
- **Risk Assessment:** Identify project risks and proactively develop mitigation strategies to address potential issues.
- **Stakeholder Engagement:** Communicate effectively with stakeholders, providing regular updates on project status, risks, and deliverables.

## Collaboration and Coordination

- **Cross-Functional Collaboration:** Work closely with product managers, business analysts, and other stakeholders to gather and understand business requirements. Translate these requirements into technical specifications.
- **Team Leadership:** Lead, mentor, and develop a team of developers, promoting a collaborative and high-performance culture. Provide technical guidance and support.
- **Vendor Management:** Liaise with third-party vendors and service providers to ensure smooth integration and optimal performance of ModelN, and Oracle DB solutions.
- Manage and resolve or mitigate release issues and risks and serve as a point of escalation.

## System Development and Integration

- **Development Management:** Oversee the development and break/fix of Oracle applications. Ensure adherence to coding standards and best practices.

- **Integration Solutions:** Ensure seamless integration of MMF applications with other enterprise systems. Address any integration challenges and ensure data consistency.
- **Performance Optimization:** Monitor and optimize the performance, reliability, and scalability of commercial applications.

## Quality Assurance and Compliance

- **Testing and Validation:** Implement comprehensive testing protocols, including unit, integration, and user acceptance testing, to ensure application quality and reliability.
- **Regulatory Compliance:** Ensure that all applications comply with relevant industry standards, regulatory requirements, and company policies.
- **Documentation:** Maintain detailed documentation of all projects, including technical specifications, architectural diagrams, and user manuals.

## Continuous Improvement

- **Process Enhancement:** Identify and implement opportunities to improve development processes and increase efficiency. Promote the adoption of best practices and standard operating procedures.
- **Feedback Integration:** Establish mechanisms for collecting and incorporating user feedback into the development cycle to continuously improve application functionality and user experience.

## Essential Requirements:

### Experience

- **Overall Experience:** Minimum of 8-10 years of experience in software development, with significant experience in designing, developing, and deploying commercial applications.
- **Leadership Experience:** At least 5 years of experience in a technical leadership role, overseeing development team and managing complex projects.
- **Experience with ModelN Revenue Management software,** including, configuration, integration, and deployment.
- **Ability to consider upstream and downstream process impacts and implications.**

### Technical Skills

- **Frameworks and Tools:** Strong knowledge of development frameworks and tools.
- **Execution of Application lifecycle management and computer system validation.** This covers OS/ DB/ patching/ minor upgrades; Establish yearly technical release roadmap.
- **Architecture and Integration:** Knowledge of software architecture principles, cloud computing and integration patterns.
- **Database Management:** Proficiency in SQL and experience with database management systems.
- **Knowledge of a scripting language and XML**

## Methodologies and Practices

- Agile Development: Experience with Agile methodologies (e.g., Scrum, Kanban) and tools preferably JIRA.
- DevOps Practices: Knowledge of DevOps practices and tools for continuous integration and continuous deployment (CI/CD).
- Soft Skills
- Leadership and Mentorship: Proven ability to lead, mentor, and develop technical teams. Strong interpersonal skills to motivate and guide team members.
- Problem-Solving: Excellent analytical and problem-solving skills, with the ability to make sound decisions under pressure.

## Communication Skills

- Strong verbal and written communication skills. Ability to articulate complex technical concepts to non-technical stakeholders effectively.
- Collaboration: Strong ability to work collaboratively with cross-functional teams, including product managers, business analysts, and other stakeholders.

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.

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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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>

Business Unit  
CTS

Location  
India

Site  
Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Technology Transformation

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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