# NOVARTIS

# Associate Director, MS&T & ALCM Solutions

Job ID
REQ-10005400
Dec 13, 2024
India

## Summary

• Point of contact for MS&T and ALCM and co-leading the strategic alignment of the technology roadmap to business strategy, transformation objectives and value for the MS&T organization
• Establishes robust and agile strategic business partnering to ensure quality services are delivered to stakeholders as per agreed service descriptions to enable MS&T organization
• Drives and ensures that global and local demand is captured from business and collaborates with other Technology functions to ensure quality services are delivered to stakeholders
• Acts as the Functional Product Family Lead for all technology products covered within MS&T scope and together with the business functions sets the product standards and maximize the value and utilization of the product family

## About the Role

**Major Accountabilities** (Describe the main results of the job to be achieved)

- Establish strategic business partnering which focuses on delivering the IT quality services to support the ongoing business operations as well as the mid-term business strategy.
- Lead the definition and delivery of the MS&T Technology project and service portfolio
- Work closely with other IT domains to establish annual or periodic processes for portfolio, budgeting, business architecture, technology identification, technology sourcing, people and skills development and other IT support activities.
- Articulate the technology strategy for MS&T & ALCM in alignment with business strategy
  - Co-create the Product Family vision, business/customer capability roadmaps and product roadmaps in close partnership with the Business Product Owner
  - Advocate for the business and customer strategy within the IT organization to steer Platform and Product investments, prioritization and decision making
  - Manages the interdependencies across product lines, looking for synergies and conflicts
  - Owns all technical aspects of the product lifecycle in close partnership with the Business Product Manager
  - Act as IT single point of accountability for delivering Product Roadmaps across the Product Family
- Responsible to manage the vendors necessary to successfully utilizing the products throughout their lifecycles
- Manages the solutions related budget for MS&T & ALCM (project and operations)
- Ensure 1st class experience for the associates in the team by creating an inclusive, inspired environment and upskilling and developing people.
- Promote a Digital & IT cultural change program which promotes speed, agility, customer focus, strong business engagement and business impact-oriented thinking in IT

This leader establishes and maintains a true Enterprise / One Sandoz mindset and effective coordination of effort across the IT domains.

- Serves as point of escalation, review and approval for key issues and decisions

**Key Performance Indicators** (Indicate key facts and figures)

- Successful delivery and operations of standardized IT solutions for the MS&T & ALCM that are well aligned to the business strategy and global technology Strategy
- KPIs which are relevant for customer satisfaction are clearly defined, constantly measured, and met
- Meeting yearly budget target for Digital & IT projects and operations

**Job Dimensions** (Indicate key facts and figures)

**Subordinate Functions:**

Direct: N/A

Indirect: N/A

**Number of Associates:**

Direct: 1

Indirect: N/A

**Financial responsibility**

**(where appropriate):**

Tbd

**Impact on the organisation**

**(where appropriate):**

Global stakeholder engagement to plan, review and deliver services at a global level; high impact across the 6 change dimensions (process, organization, location, data, application, technology).

**Ideal Background** (State the minimum and desirable education and experience level)

**Education**:

- Degree in computer science, IT related field or technical discipline; Master's degree desirable

**Languages:**

- Advanced proficiency in English (written and spoken)

**Experience and Skills:**

- > 8 years' experience working in an IT environment
- > 5 years' experience in working in MS&T & ALCM or supporting this function from IT (in local & global roles)
- > 3 years' experience as people manager
- Advanced understanding of solutions supporting Asset Lifecyle Management (ALCM), Maintenance

Repair Operation (MRO) and the Manufacturing, Science & Technology (MS&T)

- Advanced experience in Stakeholder management at country / regional / global up to Leadership level
- Excellent knowledge in building and running technology solutions in regulated industries
- Advanced knowledge IT Strategy & Planning
- Extensive project management and change management experience
- Track record in delivering global solutions at scale
- Advanced knowledge in vendor management
- Advanced knowledge of Lean / 6 Sigma, Design Thinking, Agile methodology
- Working experience within the pharmaceutical industry (best in multi-national with global experience)
- Relationship Management, Interactions with senior management
- Leveraging digital technology / big data for business and customer needs
- Emerging and latest market trends
- Managing challenges, Proactive thinking

**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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Business Unit
CTS
Location
India
Site
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Alternative Location 1
Prague (Sandoz), Czech Republic
Functional Area
Technology Transformation
Job Type
Full time
Employment Type
Regular
Shift Work
No
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**Associate Director, MS&T & ALCM Solutions**

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