

IT Business Partner (Medical Operations)

Job ID
REQ-10018833
Aug 14, 2024
Spain

Summary

Location: Barcelona (Hybrid/ Office) Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you. Specialist for project delivery and Health Authority Inspections support by region, reporting into the Medical Operations Head in DD&IT Development. Partner with Business Stakeholders and DDIT Strategic Business Partners for Inspection preparation and execution, demand analysis, solution proposal/evaluation and potentially project delivery.

About the Role

Major accountabilities:

- Preparation and support for all internal audit and external Inspections in region for Development IT
- Partner with Country DDIT Heads regarding demand planning and technology strategy within region
- Represent the business for issue and request escalation from country and region to Development IT LT and other DDIT functions.
- Potential to spend up to 50% of their time to: Execute solution implementation according to technology and delivery strategy for business systems, platforms, and processes for a particular service area. Partner with DDIT Development Strategic Business Partners for demand analysis, solution proposal/evaluation, and funding estimates. Deliver products according to strategy and with reusability. Ensure on time, within budget, compliant, secure, and quality delivery of portfolio for responsible service area.
- Ensure services, solutions, platforms, products are fit for purpose and achieve the desired business value and impact.
- Follow governance structure for projects, operations, etc. with right stakeholder representation
- Track, report, and deliver against agreed success factors and KPIs for various stakeholders for responsible service area to include Inspection readiness and conclusion.
- Follow DDIT practices to drive agility, speed, efficiency, and effectiveness. Ensure adherence to Security and Compliance policies and procedures.

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.

Minimum Requirements:

- University degree in Informatics, Computer Sciences, business or similar OR relevant experience.
- Project Methodologies (Agile -Scrum training) GxP Validation training. Operations standards (ITIL) and Quality, compliance adherence.
- Stakeholder Engagement, Operational Excellence, Digital & Technology Savvy, Applied Business Insights, Business Mindset
- At least 10+ years of relevant experience in IT Service Management or related roles.
- ITIL Foundation Certification would be added advantage.
- Experience in supporting Business Applications
- Proficiency in using ITSM tools and platforms, such as ServiceNow etc.
- Experience in handling and resolving incidents, including coordinating with vendor support teams and business or other stakeholders.
- Experience in handling incident escalations and resolving incidents.

Languages :

- English fluent

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>

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>

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>

Division
Operations
Business Unit

CTS
Location
Spain
Site
Barcelona Gran Vía
Company / Legal Entity
ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.
Job Type
Full time
Employment Type
Regular
Shift Work
No
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