

# Associate Director OPx Process Excellence

Job ID  
REQ-10020984  
Oct 03, 2024  
India

## Summary

-Support IT Governance Practitioners across a process domain. Responsible to ensure that IT Governance Practitioners are following the right process management standards across a process domain

## About the Role

### MAJOR ACCOUNTABILITIES

Accountable for end-to-end process framework and lifecycle management

- Ensure transparency and track linked KPIs
- Authorize to standardize processes and data management KPIs
- Oversee IT4IT tools across processes and maintain 100% compliance
- Drive Community of Process Owners for continual improvement.
- Be an expert and thought leaders to inject new thinking across within value chain
- Facilitate Community of Process management for processes & data quality improvement within value chain
- Drive the Strategy for the Operating Model
- Working with the Process Framework team responsible for the integrity of the end-to-end process framework ensuring flow of work and value within DDIT

### JOB DIMENSIONS

- **Complexity:** Moderate to high complexity (include SOX, GxP, or operationally critical processes related to infra, information security, compliance and applications)
- **Influence / impact:** moderate-high influence / impact (large or geographically distributed practitioners); 10,000+ users impacted / works with senior business / IT stakeholders; Responsible for Service Management of complete individual domains; typically oversees vendor resources
- **Knowledge & skills:** 10+ years experience in relevant role. Ability to work fully work independently. Ability to lead without authority and good understanding of business processes.

### EDUCATION / EXPERIENCE

- University degree in Informatics, Computer Sciences, business or similar OR relevant experience
- ITIL V4 Certification, Lean Six Sigma Green Belt minimum"
- Degree, preferable in Information Technology
- Data management certification like DCAM
- Good communication skills

- Strong in providing and designing infrastructure solutions
- Good understanding on infrastructure assets and how they are managed currently
- Good experience in document and process management tools

## PROFESSIONAL COMPETENCIES

- 10+ years of relevant IT experience
- Experience of all IT processes (ITIL V4)
- Experience in Transformation Planning and Execution
- Experience in managing IT Management Tool suite and Process services
- Experience of working in IGM classified environment

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Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Alternative Location 1

Prague, Czech Republic

Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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