# NOVARTIS

# IT Service Manager - Salesforce Marketing Automation

Job ID
REQ-10027022
Dec 03, 2024
Spain

## Summary

Location: Barcelona (Hybrid)

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

We are currently seeking a highly skilled and motivated individual to fill the position of IT Service Management Specialist. In this role, you will be responsible for driving holistic IT service management, encompassing all ITIL processes, service operations, operational quality management, continual service improvement, and supplier operational governance.

Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered often on 24X7 basis as per shifts. Manage a service operation with standardized services, processes, and tools to provide efficient, high quality services.

Meet customer and internal IT service levels and proactively drive continuous service improvement collaboration with the Service excellence team of the Function.

Contribute to enabling operational excellence and continuous improvement in the Service quality across TT.

Drive the delivery of the service ensuring delivery to SLA and Service continuity meeting the consumer needs

## About the Role

**Major accountabilities:**

- Deliver on IT Service Management for specific tower/ service line across ITIL process, Service Operations along with continual service improvement and supplier operational governance Support in Predict and prevent operations for assigned scope with target to identify gaps, reducing MTTR, improving time to delivery and CSAT within the scope in collaboration with service lines.
- Manage a service operations with standardized services, processes and tools to provide efficient, high quality services.
- This role will analyze and identify improvement opportunities in existing processes, procedures, and drive for improvement using Six Sigma, Process simplification or Automation.
- Provide analytical report for an actionable periodic Supplier Governance calls ensuring they deliver

quality services, meet all KPIs and SLAs along with CSAT targets.

- This role also needs to work on process simplifications and improvement areas to ensure efficient operations delivery and stable IT environment.
- Support in ensuring that Asset relevant attributes are correctly maintained in the Configuration and Asset Mgmt. System.
- Alternatively also develop and govern processes to effectively manage both internal and external audits across TIS, including audit stakeholder management, remediation tracking, status reporting and lessons learnt sharing.
- Act as the SPOC for both internal and external audit teams across the organization and coordinate respective activities. In addition Monitor compliance of the NVS vendors to defined governance structure and ensure expected value is delivered.

**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:**

- Bachelor's degree in Computer Science, Information Technology, or related field.
- 3 years of experience as Service Manager, Customer Success, or equivalent roles.
- Experience with Salesforce Marketing Cloud, Salesforce Marketing Cloud Personalization, Salesforce Data Cloud, Salesforce Marketing Cloud Intelligence.
- Proven experience in driving IT service management and ITIL processes.
- Strong knowledge of service operations, operational quality management, and service transition
- Supporting Quality activities / issues
- Operations Management and Execution.
- Process and stakeholder management.
- 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

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
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CTS
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Spain
Site
Barcelona Gran Vía
Company / Legal Entity
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