

# Assoc Director - Service Management (ITIL , ITSM - Salesforce)

Job ID  
REQ-10029861  
Febr. 04, 2025  
Indien

## Zusammenfassung

Location: Hyderabad

We are seeking an experienced and dynamic Associate Director of Service Management to lead our Global IT Service Management initiatives within the pharmaceutical sector. This role plays a vital part in driving overseeing the global application portfolio management, operational service transformation, fostering continuous improvement, managing vendor relationships. The successful candidate will leverage ITIL and ITSM principles, particularly within Salesforce environments, to enhance service delivery and performance within our organization-

## About the Role

### Your responsibilities include but not limited to

- Lead the design and implementation of strategies to enhance service delivery across IT operations in line with business objectives.
- Oversee the global application portfolio, ensuring that all IT services align with business requirements, regulatory standards, and evolving industry trends.
- Evaluate and prioritize application investments in collaboration with stakeholders to enhance the organization's automation capabilities.
- Lead change management initiatives, ensuring successful deployment of new applications and updates while minimizing disruption to ongoing operations.
- Identify areas for operational efficiency and develop transformation initiatives that support a culture of continuous improvement.
- Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered.
- Collaborate with cross-functional teams to ensure alignment of IT services with project delivery by implementing DevSecOps processes.
- Develop and implement continuous improvement frameworks leveraging ITIL best practices to identify, analyze, and optimize service delivery processes.
- Govern key performance indicators (KPIs) and metrics to measure service quality and effectiveness, driving accountability and transparency.
- Facilitate regular operational reviews and retrospectives to capture lessons learned, ensuring best practices are documented and shared organization-wide
- Provide highest business value through effective management of IT resources (people, financial

resources, vendor partners and services) related to the function.

- Manage relationships with third-party vendors and service providers, ensuring compliance with service-level agreements (SLAs) and performance expectations.
- Conduct regular vendor assessments and performance reviews, driving accountability for service delivery and identifying opportunities for improvement.
- Negotiate contracts and manage vendor-related risks to optimize service cost-efficiency and quality.
- Meet customer and internal IT service levels and proactively drive continuous service improvement collaboration with the Service excellence team
- Contribute to enabling operational excellence and continuous improvement in the Service quality across TT.
- Own and drive the delivery of the service ensuring delivery to SLA and Service continuity meeting the consumer needs.
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### **Minimum Requirements**

- Bachelor's degree in IT or equivalent experience
- Proven experience with ITIL and ITSM frameworks, preferably in Salesforce environments.
- Experience in leading service improvement initiatives utilizing Six Sigma methodologies will be considered an asset.
- 9+ years of experience in IT service management, with a focus on operational service delivery and continuous improvement.
- Consistent track record of broad industry experience and good understanding of complex enterprise IT landscapes and relationships
- Strong vendor management skills with a track record of managing third-party service providers in a complex organizational context.
- Demonstrated experience in global application portfolio management and ability to align IT services with business strategy.
- Exceptional communication and interpersonal skills, with the ability to engage and influence stakeholders at all levels.
- Excellent analytical and problem-solving skills, with a data-driven approach to decision-making.
- Strong leadership qualities with experience in team development and mentoring.
- Experience in advising peers and senior customers on complex issues and provide complex, contextual guidance to influence actions of internal and/or external partners
- Experience in handling internal and external experts in different locations and time zones

### **Why consider 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!

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Abteilung

Operations

Business Unit

CTS

Ort

Indien

Website

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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