

# Associate Director, M&A IT Service Delivery Manager

Job ID

REQ-10032858

Dez. 16, 2024

Tschechische Republik

## Zusammenfassung

The Associate Director, M&A IT Service Delivery Manager is a new and essential role within the M&A IT landscape. As part of the Deal Enablement Team, this role is critical for managing and coordinating service delivery for M&A IT projects. Acting as the bridge between M&A IT Functional Leads, internal stakeholders, and vendors. This individual ensures that all project service deliverables are executed on time, within budget, and to the highest standards.

This role requires a solid understanding of IT operations, M&A processes, and vendor management. The Service Delivery Manager will oversee the entire lifecycle of vendor engagements, including contract negotiations, resourcing, and service delivery, while keeping a clear view of the overall project service scope and deliverables.

This is an exciting opportunity to shape service delivery processes, foster strong vendor relationships, and contribute to enhancing the overall M&A IT framework.

## About the Role

### Major accountabilities:

- Serve as the primary point of contact for vendors providing services such as resourcing and service deliverables for M&A IT projects.
- Keep a comprehensive view of vendor-provided external resources to ensure alignment with project requirements.
- Build and nurture strong relationships with vendors to achieve successful project outcomes.
- Work closely with M&A IT Functional Leads to understand each project's scope and break it into actionable deliverables.
- Oversee service-oriented deliverables, ensuring they meet timelines, quality standards, and budgets.
- Ensure clarity around project scope and identify the appropriate vendor support for execution.
- Lead vendor contract negotiations, focusing on cost optimization and high-quality deliverables.
- Ensure compliance with agreed timelines, budgets, and deliverables as specified in vendor contracts.
- Define and refine processes for the service delivery model to enhance efficiency and scalability.
- Implement best practices to streamline project delivery and strengthen vendor collaboration
- Collaborate closely with the Deal Enablement team to continuously improve the M&A IT framework, ensuring it aligns with organizational goals.
- Provide insights and suggestions for process enhancements and stay informed on trends to improve

service delivery in the M&A IT space.

## Experience & Skills

- Bachelor's degree in IT, Business Administration, Procurement, or a related field. A Master's degree is a plus.
- Understanding of M&A processes and familiarity with IT project lifecycles.
- Proven experience in vendor management, including contract negotiation, cost optimization, and oversight of deliverables.
- Procurement experience is highly desirable, particularly in managing vendor relationships and service agreements.
- Exceptional organizational and project management skills, with the ability to manage multiple priorities effectively.
- Excellent communication and stakeholder management skills, with a proven ability to work across cross-functional teams.
- Analytical mindset with a focus on problem-solving and process optimization.

### You'll receive (CZ only):

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Car Allowance; MultiSport Card. Find out more about Novartis Business Services:

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### Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**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?

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Abteilung

Operations

Business Unit

CTS

Ort

Tschechische Republik

Website

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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