

# Project Manager Associate Director DDIT Dev. Medical Operations

Job ID  
REQ-10038693  
Jan. 31, 2025  
Mexiko

## Zusammenfassung

-Senior Specialist for project delivery and/or operations in the given business sub-capability. Partner with Business Stakeholders and TT Strategic Business Partners for demand analysis, solution proposal/evaluation and project delivery.

## About the Role

### Key Responsibilities:

- Coordinate and support regional internal audit and external inspections, ensuring compliance and delivering against KPIs.
- Partner with Country Development IT Heads regarding demand planning and technology strategy within a region
- Represent the business for issue and request escalation from country and region to Development IT leadership and other service functions.
- Execute solution implementation according to technology and delivery strategy for business systems, platforms, and processes for a particular service area.
- Deliver products according to strategy and with reusability.
- Ensure on time, within budget, compliant, secure, and quality delivery of portfolio for responsible service area.
- Deliver products / projects according to IT strategy and ensure solutions are efficient, cost effective, “fit for purpose” and can leveraged for other purposes or organizations.
- Track, report, and deliver against agreed success factors and KPIs for various stakeholders for responsible service area to include Inspection readiness and conclusion.

### Essential Requirements:

- At least 10+ years of relevant experience in IT Service Management, Project Management, or related roles.
- Stakeholder Engagement experience – candidate will be required to: manage relationships with key Development leaders in their region and Work closely with key Development leaders to understand business
- Operational Excellence experience - candidate will serve as the single point of contact for all escalations. To excel in this role, they must be able to navigate the operational landscape and deliver positive outcomes.
- Digital & Technically consult - Novartis is on a digitally focused. The candidate will need to be technically

savvy and have a pulse on industry wide standards.

- Spanish / English language proficiency (reading, writing and communication) is necessary.
- Business Application Support experience including: ITIL experience ,Service delivery and demand management experience ,Proficiency in using ITSM tools and platforms, such as ServiceNow etc.
- Regulatory Best Practices - Knowledge pharmaceutical good practices (GxP, GcP etc.). Other highly regulated industries will be considered.
- Project Methodologies (Agile, Waterfall methodologies)

**Desirable Requirements:**

Portuguese.

Risk Management.

ITIL Foundation certification

Certification in Scrum methodology

**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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Abteilung

Operations

Business Unit

CTS

Ort

Mexiko

Website

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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