NOVARTIS

Sr. Spec. DDIT IES Svc & Support Exp

Job ID
REQ-10012842
Jul 11, 2024
India

Resumen

-Act as the primary point of contact for the business -specific business capability -for existing and new services to ensure that agreed services are being delivered to requirements and business user expectations and satisfaction levels are met

About the Role

Job Description: IT End User Experience Manager :

Inviting dynamic and experienced IT Experience relationship managers to be part of our team at Novartis. We are looking for an experienced IT End User Experience relationship manager, who is passionate about enhancing our user experience and dedicated to fostering a positive End user experience. If you are an empathetic individual, willing to put yourself in our user's shoes, and passionate about solving their issues for the best possible experience, you're the perfect match for us.

Role & Responsibilities

- Actively establish and maintain positive relationships Novartis IT & business functions of Novartis
- Understand heterogenous & unique IT needs of business, & accordingly work with all the IT internal teams to address & simplify them to enable business to perform IT activities seamlessly,
- Act as the key point of contact to Novartis business units for all IT end user related issues.
- Work closely with user research team with Conduct in-depth research and analysis to understand the users IT needs, preferences and trends in the industry.
- Collaborate across functions / IT service & product owners, to ensure that the user needs are being met from design phase.

- Identify end user IT needs and work with respective product and service owners to meet them.
- Work closely user release readiness team during major rollouts and ensure adequate testing and issue mitigation is done before the roll out @ enterprise level for a seamless experience.

Required skills and qualifications.

- At least 10 years of experience in overall IT and minimum 3 years in client relationship management/ account management or in related field.
- Excellent analytical skills and can analyse data and market trends to identify business opportunities and make informed decisions.
- Ability to build and maintain positive relationships with IT functions and business SPOCs, demonstrate empathy and manage conflicts effectively.

- Fluent in English & any other regional language will be added advantage .
- Possess a sense of customer service and need to be a team-oriented individual.

Preferred skills and qualifications

- Bachelor's degree in engineering or related fields.
- Proven experience in client facing roles.
- Relevant certifications such as ITIL/Agile/ Project management
- Familiarity with ITSM and analytical tools .
- Strong interpersonal, problem-solving and negotiation skills.
- Excellent communication skills, both written and verbal.
- Strong organisational and planning skills.

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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División
Operations
Business Unit
CTS
Ubicación
India
Sitio
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Job Type
Full time
Employment Type
Regular
Shift Work
No
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