

# Salesforce Health Cloud Regional Program

## Director - Patient Experience

Job ID  
REQ-10007205  
Mai 28, 2024  
Mexique

### Résumé

• Lead the design, deployment and delivery of large, complex, strategic programs providing IT solutions that meet business requirements • Direct program/project teams and maintain control of program progress, quality and budget • Responsible for leading cross-functional teams to execute complex DDIT programs • Understand the business direction, align strategy to scope of the critical DDIT program, and drive measurable expected results aligned with business process and solution standards • Ensure a smooth transition to operations and the optimal planning and execution of all activities associated with a release

### About the Role

#### Major accountabilities:

- Lead Novartis LEAP program ensuring Patients and Physicians strong digital experience for Americas Region.
- Lead cross-functional, geographically dispersed teams to execute large, complex IT program to deliver improved business outcomes
- Understand the business direction, align strategy to scope of the critical IT Patient Experience program, and drive measurable expected results aligned with business process and solution standards
- Monitor all major program activities, ensuring the accuracy, quality and integrity of the information, while providing consistency in content and deployment standards
- Lead the program team members and provide thought leadership aligned with expected results and consistency of implementation approach and collaborate effectively with DDIT organizations providing services to the program
- Own program status, issues and risks through appropriate channels / tools and ensures that these are reported back to agreed program governance (e.g. Steering Committee) with focus on required actions, ownership and risk management
- Proactively consult with management and review program proposals to shape goals, time frame, funding limitations, procedures for accomplishing program
- Take accountability to ensure adherence with security and compliance policies and procedures within the group program scope
- Transition Programs into a DevSecOps model for sustainable Operations

#### Minimum Requirements:

#### Work Experience:

- Bachelor's degree in related areas such as Information technology or related discipline, advanced degree

preferred.

- Minimum of 10 years of experience IT Program Management
- Functional breadth leading large and/or diverse and geographic multi-functional teams
- Change implementation planning & management
- IT Relationship Management
- Coaching for performance & development
- Knowledge of project management models and techniques, especially agile methodologies, and Product Development
- Program Finance Management, experience overseeing programs annual costs in the range of 20m

#### **Skills:**

- Salesforce Health cloud knowledge.
- C level stakeholder management proven experience.
- Performance Management.
- Agile project management methodology.
- Strong Leadership skills

#### **Languages :**

- Business English Proficiency

**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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Division

Operations

Business Unit

CTS

Emplacement

Mexique

Site

INSURGENTES

Company / Legal Entity

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

Job Type

Full time

Employment Type

Regular

Shift Work

No

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