NOVARTIS

Product Consultant

Job ID
REQ-10016948
Aoû 22, 2024
Inde

Résumé

The primary responsibility is to support central team that manages, maintains and enhances common technology platforms used in Global Business Solutions (GBS). The position holder needs to understand various processes adopted in GBS, how they are being implemented and advice on how these could further evolve or improved. The role requires one to work on ServiceNow Strategic Portfolio Management (SPM) modules but would also need to demonstrate understanding of other technologies like Microsoft Power suite and ability to understand aspects around data structures, data models, analytics, process design etc.

About the Role

Key Responsibility

- Maintain list of user requirements and enhancements needed on tech platforms
- Translate user requirements to technical features and configurations
- Discuss with IT how the technical features and configurations could be implemented on some enterprise platforms like ServiceNow or directly develop these for other applications like MS Power Suite
- Develop and maintain performance analytics reports on ServiceNow or PowerBI or Qliksense
- Develop training materials / documentation and conduct training sessions for end users on ServiceNow SPM modules or other applications developed
- Plan and host sessions with SuperUsers to explain upcoming changes, releases and seek feedback
- Respond to queries around features, functioning of tech platforms
- Operational tasks required to maintain information and configuration of Tech platforms
- Liaise with various delivery teams to ensure change management is implemented effectively
- Ideate potential solutions to improve the tool, process and experience of users

Essential Requirements:

- Technology
  - Candidate should have minimum 5 years of hands on experience of using tech platforms like ServiceNow specifically on Strategic Portfolio Management (SPM) or Power Suite
  - Should know key product features and working of Project, Resource, Demand management modules
  - Should have experience of developing standalone applications on PowerApps or products in Sharepoint
  - Should be tech savvy and be able to quickly learn working of new technologies
- Data & Process understanding
  - Should be familiar with data structures, data relationships and should be able to perform exploratory

data analysis
- Should be able to create and understand process maps
- Should have analytical bend of mind
- General
  - Strong communication skills and ability to explain in simple, crisp manner
  - Understanding of Project, Process, Product management concepts and practices

Desirable Requirements:

- Experience of working on Microsoft Power Suite platform (PowerBI, PowerApps, PowerAutomate)
- Experience of working on Reporting & Visualization tools like QlikSense etc.
- Experience of working in global teams with customer interaction roles in past
- Certifications on Agile Scrum / Project Management is desirable

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Operations
Business Unit
CTS
Emplacement
Inde
Site
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
BDL et planification stratégique
Job Type
Full time
Employment Type
Regular
Shift Work
No
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