

# Head of Digital Workplace Operations

Job ID

REQ-10006582

Lug 18, 2024

Repubblica Ceca

## Sommario

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you. This is a Senior Director level role with the purpose of leading the global Digital Workplace Operations, this pivotal role will architect, deploy and orchestrate a user centric synergized Global Service Desk, End-User Support, and Internal Meetings & Events services. Own the end-to-end user experience journey, ensuring the local site IT operations for technology infrastructure and delivery platforms exceed user expectations. Lead the development of innovative personalized IT support solutions that elevate end user experience. You will engage with key stakeholders and executives to align IT service operations with organization objectives and partner with P&O, REFS, and business units to enhance overall workplace experience.

## About the Role

### Your key responsibilities:

- Direct local and regional onsite end-user services and global service desk services, ensuring top-tier end-user support and infrastructure services in a global 24x7 operations setting.
- Head the Internal Meetings and Events organization, managing all global events, including pivotal townhalls, and supervising many internal meetings and events to bolster business productivity.
- Oversee the global end-user experience, ensuring new solutions are pertinent and enhance user interaction, actively engage in deployment planning and release sequencing, and ensure thorough communication and training.
- Champion the integration of cutting-edge solutions and technologies to revolutionize service delivery and operational efficiency.
- Maintain clear communication with local business stakeholders about roadmaps and plans, and work closely with global DD&IT teams to accurately capture and define new requirements.
- Manage the delivery of high-quality services by overseeing local and regional suppliers, ensuring they meet business needs and holding them accountable for performance.
- Handle 24x7 escalations across services, sites, regions, and countries, ensuring prompt resolution, and drive local customer boards and roadshows to enhance business relationships and stakeholder engagement.
- Act as a change champion, leading decision-making processes and promoting a culture of continuous improvement and adaptability.

- Partner with technology service teams to foster community practices, promoting career and personal growth for regional team members.
- Demonstrated experience in balancing immediate and long-term objectives in Vendor management, budgeting, cost optimization and return on investment analyses.

Commitment to Diversity & Inclusion: :

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

### **What you'll bring to the role:**

- Strong customer and stakeholder orientation and 15+ years of managing global teams and large-scale operations in user experience and end user support
- Strong knowledge of End User infrastructure, IT Support and IT operations
- Excellent leadership and management skills with proven ability to inspire and develop high performing teams.
- Good understanding of ITIL, Six Sigma or other service-improvement methodologies.
- Strong Planning and Execution skills. Excellent communication and interpersonal skills.

### **Why Novartis?**

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

### **You'll receive:**

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: <https://www.novartis.cz/>

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

### **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?  
<https://www.novartis.com/about/strategy/people-and-culture>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:  
<https://talentnetwork.novartis.com/network>

Divisione

Operations

Business Unit

CTS

Posizione

Repubblica Ceca

Sito

Prague

Company / Legal Entity

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

Job Type

Full time

Employment Type

Regular

Shift Work

No

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