

# Associate Director, M&A IT Service Delivery Manager

Job ID

REQ-10032858

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Repubblica Ceca

## Sommario

The Associate Director, M&A IT Service Delivery Manager is a new and essential role within the M&A IT landscape. As part of the Deal Enablement Team, this role is critical for managing and coordinating service delivery for M&A IT projects. Acting as the bridge between M&A IT Functional Leads, internal stakeholders, and vendors. This individual ensures that all project service deliverables are executed on time, within budget, and to the highest standards.

This role requires a solid understanding of IT operations, M&A processes, and vendor management. The Service Delivery Manager will oversee the entire lifecycle of vendor engagements, including contract negotiations, resourcing, and service delivery, while keeping a clear view of the overall project service scope and deliverables.

This is an exciting opportunity to shape service delivery processes, foster strong vendor relationships, and contribute to enhancing the overall M&A IT framework.

## About the Role

### Major accountabilities:

- Serve as the primary point of contact for vendors providing services such as resourcing and service deliverables for M&A IT projects.
- Keep a comprehensive view of vendor-provided external resources to ensure alignment with project requirements.
- Build and nurture strong relationships with vendors to achieve successful project outcomes.
- Work closely with M&A IT Functional Leads to understand each project's scope and break it into actionable deliverables.
- Oversee service-oriented deliverables, ensuring they meet timelines, quality standards, and budgets.
- Ensure clarity around project scope and identify the appropriate vendor support for execution.
- Lead vendor contract negotiations, focusing on cost optimization and high-quality deliverables.
- Ensure compliance with agreed timelines, budgets, and deliverables as specified in vendor contracts.
- Define and refine processes for the service delivery model to enhance efficiency and scalability.
- Implement best practices to streamline project delivery and strengthen vendor collaboration
- Collaborate closely with the Deal Enablement team to continuously improve the M&A IT framework, ensuring it aligns with organizational goals.
- Provide insights and suggestions for process enhancements and stay informed on trends to improve

service delivery in the M&A IT space.

## Experience & Skills

- Bachelor's degree in IT, Business Administration, Procurement, or a related field. A Master's degree is a plus.
- Understanding of M&A processes and familiarity with IT project lifecycles.
- Proven experience in vendor management, including contract negotiation, cost optimization, and oversight of deliverables.
- Procurement experience is highly desirable, particularly in managing vendor relationships and service agreements.
- Exceptional organizational and project management skills, with the ability to manage multiple priorities effectively.
- Excellent communication and stakeholder management skills, with a proven ability to work across cross-functional teams.
- Analytical mindset with a focus on problem-solving and process optimization.

### You'll receive (CZ only):

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:

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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>

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### 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?

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Divisione

Operations

Business Unit

CTS

Posizione

Repubblica Ceca

Sito

Prague

Company / Legal Entity

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

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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