

# Senior System Support Integration Manager

Job ID  
REQ-10013178  
Juli 01, 2024  
Indien

## Summary

The System Support & Integration Manager (SSIM) is responsible for setting up, maintaining, and developing the Global Clinical Supply (GCS) Systems landscape. This role ensures IT assets align with business objectives, drives operational excellence, consults on business needs, assesses new technologies, designs digital methodologies, and recommends solutions to complex problems. The SSIM integrates strategic projects, manages systems and data, leads cross-functional teams and helps with facilitation of operational systems related issues. We are looking for an expert in system integration with a passion for SAP, and prior experience working with SAP R/3 or S4/HANA and project management. In this role, you'll work closely with internal stakeholders, IT support functions, external vendors, and drive continuous process improvement, while supporting resolution of day-to-day operational tickets.

## About the Role

Your responsibilities will include, but are not limited to:

- Oversee and manage system integration projects to ensure seamless collaboration between various software and hardware components.
- Collaborate with external vendors and service providers for system integration projects and support.
- Possess strong hands-on experience with SAP R/3 or S4/HANA.
- Have a solid understanding of SAP module functionalities, including SAP PP, SAP MM, SAP SD, SAP QM, etc.
- Demonstrate strong knowledge of SAP module integrations and a good understanding of supply chain processes based on the SCOR model.
- Exhibit experience in project management and the capability to manage multiple projects simultaneously.
- Lead initiatives to improve the existing IT landscape by identifying and testing new technologies, integrating internal data sets for structured and unstructured data, and driving continuous process improvement in alignment with business needs.
- Establish system governance processes for IT platforms (e.g., SAP, Kinaxis, Blockchain) and collaborate with other functions and IT teams to ensure reliable system performance and fitness for use.
- Ensure the seamless integration of various systems and applications, managing projects from initiation to completion.
- Serve as the primary contact for troubleshooting systems integration issues and support escalation.
- Plan, execute, and monitor projects related to system support and integration, ensuring on-time delivery, within scope, and within budget.
- Maintain in-depth knowledge of system integration, software applications, and IT infrastructure.

## Minimum Requirements:

- Advanced degree in science, engineering or relevant discipline (Ph.D., MBA or equivalent)
- 8years of practical experience in chemical / pharmaceutical industry or > 4 years of experience in field of expertise
- Recognized expertise in related field.
- Thorough knowledge about the Drug Development and Clinical Supply processes
- Good knowledge about program and project management, business analysis, high end analytics tools (SAP BW, Qlik, Python etc...) risk management and excellent organization and planning skills
- Strong knowledge of relevant regulations (e.g. GMP, HSE etc.) and Novartis specific standards.
- Demonstrates cross-functional problem-solving and idea generation skills.
- Strong communication skills. Strong presentation skills. Advanced coaching skills
- Proven leadership skills
- Excellent communication, negotiation, and interpersonal skills. Ability to work in interdisciplinary and cross-cultural teams.

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recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversityandincl.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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