

Snr. Director Infrastructure Services- Productivity & M365

Job ID
394272BR
Aug 02, 2024
Mexico

Summary

Location: Czech Republic, Spain, Mexico or Ireland (Hybrid)

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

The purpose of this role is to design a clear roadmap for leveraging M365 to enhance productivity across the organization, and champion a culture of innovation by harnessing the right people, processes, partners, and tools. We are looking for a seasoned professional with a solid experience in strategy, design, engineering and operations of the M365 platform.

About the Role

Your key responsibilities:

Your responsibilities include, but are not limited to:

- Accountable for the success of Microsoft and Office 365 based services and products within the organization. Serves as the expert for anything M365 and provides insightful guidance and a zealous advocate for the platform.
- Ignite adoption through engaging initiatives such as roadshows, internal blogs, and productivity-boosting video tutorials. Ultimately, their mission is to ensure seamless and secure operations, empowering associates to unlock their full potential.
- Global accountability for services and products, point of escalation, review and approval for key issues and decisions, release cycles, end-user communications, reporting, license management, entitlements, and technology standards.
- Accountable for ensuring adherence to defined Security and Compliance policies and procedures within Service/Solution Operations scope.
- Partners with Microsoft 365 product engineering and other related product vendors to develop an adoption roadmap and define adoption and investment plans in line with cross functional business priorities.
- Take decisions on the resource and capacity plans in line with Business priorities and strategies and close collaboration with delivery and business teams.
- Deep hands on technical and functional knowledge in the M365 Platform and associated services to lead and enable effective support to the organisation.
- Build and lead – Engaged, high-performing technical product and services management team.

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:

- Solid technical experience implementing, managing, and supporting digital workplace technologies especially M365 and/or associated products is mandatory
- Extent experience at a leadership / management level in an enterprise environment (leading and managing large and global multi-functional teams in a matrixed structure)
- Excellent oral and written communication skills, including the ability to explain digital concepts to business leaders and business concepts to technologists.
- Strong interpersonal skills and the ability to understand and influence stakeholders within and across the function, building trust and driving the change agenda leveraging both the formal and the informal elements of the organization.
- Strong knowledge of IT service management processes, understanding of underlying business processes & systems and experience in improving processes

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 (applicable to 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: <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>

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<https://talentnetwork.novartis.com/network>

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

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

Alternative Location 1

Barcelona Gran Vía, Spain

Alternative Location 2

Dublin (Novartis Corporate Center (NOCC)), Ireland

Job Type

Full time

Employment Type

Regular

Shift Work

No

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