

# Sr. Bus. Analyst DDIT US&I Patient

Job ID  
394316BR  
Jul 02, 2024  
Mexico

## Summary

-Contribute to improve local/simple business processes, products, services, and software through data analysis. -Engage with business representatives and support the appropriate TT teams and Functions to develop business requirements and deliver data-driven recommendations to improve efficiency and add value.

## About the Role

### Major accountabilities:

- Contribute to create -consistency and traceability between user requirements, functional specifications, and testing and validation.
- Support validation and testing as appropriate and ensure alignment to Security and Compliance policies and procedures within Service Delivery scope.
- Support with internal IT systems and documentation requirements, standards (including quality management and IT security), regulatory environments / requirements (if applicable), TT Service Portfolio and with industry standard methodologies in leveraging technologies for the business and taking advantage of reusable products, solutions and services wherever applicable.
- Develop business knowledge of patient support programs in US to suggest improvement and new solutions to improve patient experience and patient support center's efficiencies.
- Provide consulting to US Patient Support Program team during project implementation and ongoing services.

### Key performance indicators:

- Feedback on dedicated phases for Project execution (quality, time).
- Process efficiency (specific scope).
- Steady / Uninterrupted process flow (specific scope).
- Completeness and accuracy of Business Process Model (BPM) -local or non-complex processes.
- Business process documentation up to date (specific scope) .

### Minimum Requirements:

### Professional Experience:

- University degree in Informatics, Computer Sciences, business or similar OR relevant experience.
- 5 years working experience within using digital technology with Integration and data mapping.
- Multi-national global experience.
- Highly desirable Salesforce experience and IT Call center support experience.

- Pharmaceutical or Medical Industry experience is desirable.

**Skills:**

- Customer Relationship Management.
- Agile Project Management
- Interactions with senior management.
- Collaborating across boundaries.
- Ability to translate Business requirements into Technical solutions

**Languages :**

- English.

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

Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

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

Job Type

Full time

Employment Type

Regular

Shift Work

No

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