

Assoc. Director- Solutions Delivery (SAP Business Process Automation)

Job ID

REQ-10005159

Jul 24, 2024

India

Summary

Responsible Manager for LDC Process Automation delivery in the LDC S/4 Program. Partner with Global Core Enablement Business and IT leads and Adopt/Country customers and for use case analysis, solution design.

Accountable for Supplier and APD operations of LDC Process Automation use cases, ensuring their stability and integrity and meeting customer service levels.

About the Role

Your responsibilities include but not are limited to

- Lead the identification and assessment of automation opportunities along with LDC workstreams to improve operational processes within the organization. Responsible to define the technology and tools leveraged in LDC Automation to optimize efficiency, reduce costs, and enhance productivity through business process automation.
- Develop and implement an S/4 centric automation strategy that aligns with the LDC goals and objectives. Assess the feasibility of automation projects, prioritize initiatives, and create a roadmap for implementation by collaborating with customers across different groups to understand their requirements and ensure that automation solutions meet their needs.
- Organize solution design, development and deployment efforts for automation use cases by compiling required resources and assigning responsibilities according to a defined time schedule.
- Manage project budgets, timelines, and ensure that deliverables are met on time and within budget. Effective project management skills are crucial to successfully implement automation initiatives. Ensure use cases adhere to architectural roadmap and support the development, execution and operations of solutions.
- Responsible that solutions meet requirements outlined in the design documentation. Ensure the overall user experience is taken into account when designing and deploying new solutions and services. Ensure that developed solutions are peer reviewed, formally documented and signed off by business.
- Responsible that all work is delivered to agreed time, cost and quality constraints. Initiate solution testing to ensure they meet quality standards. Evolves standardized design and development processes to enable cost effective delivery through supplier partners. Authorize service handover and lead the go-live authorization discussions with the other work streams.
- Responsible that all automation release and deployment packages can be tracked, tested, verified and backed out (if required). Ensure that release delivers the expected outcomes and value for the customers.

- Take accountability to ensure alignment with Security and Compliance policies and procedures within Solution Delivery scope. Establishes the concept for monitoring the performance of automated processes and measuring the impact of automation initiatives by establishing key performance indicators (KPIs) to track the efficiency, effectiveness, and ROI of automation projects.
- Present regular reports and presentations for LDC workstreams and LDC LT, providing insights on the benefits achieved and recommending further improvements.

Minimum Requirements

- Proven track record and expertise in designing, deploying and operating SAP business process automations, preferably with SAP BPA.
- Expert understanding of application development, and methodologies, outstanding communication skills; expert ITIL / Agile / GxP, analytical and problem-solving skills.
- Deep technical knowledge of business process automation with SAP BPA and in context of S/4 processes.
- Extended experience with Agile tools and techniques.
- Project / Program Management experience
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Division

Operations

Business Unit

CTS
Location
India
Site
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Job Type
Full time
Employment Type
Regular
Shift Work
No
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