

# Salesforce Health Cloud Regional Program

## Director - Patient Experience

Job ID  
REQ-10007205  
May 28, 2024  
Mexico

### Summary

- Lead the design, deployment and delivery of large, complex, strategic programs providing IT solutions that meet business requirements
- Direct program/project teams and maintain control of program progress, quality and budget
- Responsible for leading cross-functional teams to execute complex DDIT programs
- Understand the business direction, align strategy to scope of the critical DDIT program, and drive measurable expected results aligned with business process and solution standards
- Ensure a smooth transition to operations and the optimal planning and execution of all activities associated with a release

### About the Role

#### Major accountabilities:

- Lead Novartis LEAP program ensuring Patients and Physicians strong digital experience for Americas Region.
- Lead cross-functional, geographically dispersed teams to execute large, complex IT program to deliver improved business outcomes
- Understand the business direction, align strategy to scope of the critical IT Patient Experience program, and drive measurable expected results aligned with business process and solution standards
- Monitor all major program activities, ensuring the accuracy, quality and integrity of the information, while providing consistency in content and deployment standards
- Lead the program team members and provide thought leadership aligned with expected results and consistency of implementation approach and collaborate effectively with DDIT organizations providing services to the program
- Own program status, issues and risks through appropriate channels / tools and ensures that these are reported back to agreed program governance (e.g. Steering Committee) with focus on required actions, ownership and risk management
- Proactively consult with management and review program proposals to shape goals, time frame, funding limitations, procedures for accomplishing program
- Take accountability to ensure adherence with security and compliance policies and procedures within the group program scope
- Transition Programs into a DevSecOps model for sustainable Operations

#### Minimum Requirements:

#### Work Experience:

- Bachelor's degree in related areas such as Information technology or related discipline, advanced degree preferred.
- Minimum of 10 years of experience IT Program Management
- Functional breadth leading large and/or diverse and geographic multi-functional teams
- Change implementation planning & management
- IT Relationship Management
- Coaching for performance & development
- Knowledge of project management models and techniques, especially agile methodologies, and Product Development
- Program Finance Management, experience overseeing programs annual costs in the range of 20m

#### **Skills:**

- Salesforce Health cloud knowledge.
- C level stakeholder management proven experience.
- Performance Management.
- Agile project management methodology.
- Strong Leadership skills

#### **Languages :**

- Business English Proficiency

**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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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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