

# Director - Platform Management & Operations(Salesforce Or Veeva)

Job ID  
REQ-10007522  
Jun 28, 2024  
India

## Summary

Location: Hyderabad

As a key player in our operations department, you'll harness the power of various Salesforce technologies to optimize processes, drive growth and deliver exceptional results. If you're ready to make a tangible impact and thrive in a fast paced, collaborative environment, this role is your gateway to a rewarding career in Salesforce technology

### About Customer Engagement Platforms (CEP)

To create more value for our business customers, care-givers and patients, Novartis established the Customer Engagement Platforms (CEP) Organization to support Product Launch Excellence, Market Access & Patient Services, Marketing as well as Global Drug Development and Commercial Execution by orchestrating, co-innovating and delivering integrated IT Solutions and Services within an eco-system of partners at scale. All programs / projects leveraging the Salesforce eco-system engage with our team for delivery, and the CEP also manages platform governance, solution capability evolution, and leveraging vendor engagements.

## About the Role

Your responsibilities include but not are limited to:

- Oversee a portfolio of diverse global applications on **Salesforce, Veeva, Marketing Cloud** and other cloud products in operations.
- Ensure services are delivered to the agreed SLA, including reviewing supplier performance based on the agreed SLAs and KPIs.
- Manage the application lifecycle within the APM System. Maintain application information in SNOW and Total Cost of Ownership for the Application within the SNOW support project.
- Maintain Application Roadmap in SNOW, Manage the application retirement, Facilitate meetings with business owner and third parties as needed.
- Obtain and coordinate support organization resources (e.g. GIS/local infrastructure team, Legal, QA, e-Compliance, Security, Data Privacy, IGM et al).
- Define and implement technology delivery strategy for business systems, platforms, and processes for responsible business domain/function(s).
- Partner with senior business customers and TT Strategic Business Partners for demand analysis, solution proposal/evaluation, and funding estimates. Partner with relevant Technology Service/Solutions

Delivery teams to ensure that the product and platform strategy balances the sophisticated needs of Key Markets, need for reuse across other priority markets and cost effectively scale at speed to remaining midsize/small markets.

- Ensure on time, within budget, compliant, secure, and quality delivery of portfolio for responsible Business domain / functions.
- Ensure services, solutions, platforms, products are fit for purpose and achieve the desired business value and impact. Run efficient DevOps for platforms, products, or systems ensuring availability and optimal performance for responsible Domain / functions. Establish governance structure for projects, operations, etc. with right customer representation for responsible Domain / functions.
- Track, report, and deliver against agreed success factors and KPIs for various customers for responsible Domain / functions.
- Follow industry trends and emerging practices to drive agility, speed, efficiency, and effectiveness. Ensure the overall user experience is considered when designing deploying new solutions and services. Take accountability to ensure adherence to Security and Compliance policies and procedures within the Service Delivery scope.

### Minimum requirements

- 15+ years of overall experience of which around 9+ years in service management, IT application support
- Experience working on or supporting one or more full life cycle SFDC implementation.
- A working / hands-on knowledge of coding (configuration / customization) in SFDC platform.
- An in-depth understanding of Service Management framework (ITIL) principles and processes and the ability to apply the technical knowledge in day-to-day activities of application management
- Proactively monitor, adapts existing methods and procedures to create possible alternative SFDC solutions to operational changes and efforts.
- Understanding of key SFDC architectural concepts (i.e. API and governor limits) is good to have
- Resolve complex business requirements via SFDC configured solutions
- Review configuration & design analysis across SFDC applications
- Background with architecture concepts (integration styles, architecture styles, patterns) will be an asset
- Technology Buzz words:
- Apex, Lightning, VisualForce, Bitbucket, JIRA, Confluence, DevOps

Why consider 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>

Commitment to Diversity and Inclusion:

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

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

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

**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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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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## **Accessibility and accommodation**

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the 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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