

# Assoc Director - Service Management (ITIL , ITSM - Salesforce)

Job ID  
REQ-10007625  
Jun 28, 2024  
India

## Summary

Our key team priority is a global service transformation program to transform how we deliver services e.g. adopting automation, shift left strategies. We are also transforming how we store, backup, archive and retain data across the Salesforce platform to drive operational performance and cost efficiencies.

## About the Role

### Your responsibilities include but not limited to

- Responsible for holistic IT Service Management including all ITIL Processes, Service Operations as well as Operational Quality Management oversight along with continual service improvement and supplier operational governance. -
- Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered.
- Manage a service operation with standardized services, processes, and tools to provide efficient, high quality services.
- Provide highest business value through effective management of IT
- resources (people, financial resources, and services) related to the function.
- Meet customer and internal IT service levels and proactively
- drive continuous service improvement collaboration with the Service excellence team of the Function.
- Contribute to enabling operational excellence and continuous improvement in the Service quality across TT.
- Own and drive the delivery of the service ensuring delivery to SLA and Service continuity meeting the consumer needs.

## Minimum Requirements

- Bachelor's degree in IT or equivalent experience
- Demonstrable experience in Salesforce • > 9 years of relevant professional ITIL experience and
- Consistent track record of broad industry experience and good understanding of complex enterprise IT landscapes and relationships  
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- Experience in general management in an international environment. Excellent knowledge of business processes, experience in regulated system environment and ability to “speak the business language”

when talking about IT subjects

- Experience in advising peers and senior customers on complex issues and provide complex, contextual guidance to influence actions of internal and/or external partners
- Experience in handling internal and external experts in different locations and time zones

### 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?

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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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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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## **EEO Statement :**

Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society. Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society. Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society. Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.

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