

# Functional Architect (Salesforce/ Patient Services)

Job ID  
REQ-10015028  
Jul 24, 2024  
Spain

## Summary

Location: Barcelona (Hybrid / office)

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

We are seeking a highly skilled Functional Architect with a strong background in the healthcare industry. This individual will be responsible for designing functional solutions within global and large-scale complex projects and programs. The primary objective of this role is to efficiently translate business needs into precise IT solution design specifications. Ultimately, the Functional Architect will be accountable for delivering high-quality, secure, scalable, and adaptable solutions that meet the business requirements and exceed expectations.

## About the Role

### ACCOUNTABILITIES

- Create and lead solution designs for internal customers in the domain of Patient Services and Innovative Medicine
- Support product owners/managers scoping to meet business needs and building potential future roadmap
- Develop project rationale and perform scoping assessments to determine feasibility of projects. Participate in requirement gathering in global/regional workshops. Peer review and sign off detailed designs by business
- Ensure the overall user experience is taken into account when designing and deploying new solutions and services maximizing Salesforce Out of the box functionalities.
- Ensure that detailed designs adhere to solution architecture design (i.e. high level conceptual design) and are traceable to functional as well as non-functional requirements in functional specification
- Take accountability to ensure adherence with Security and Compliance policies and procedures within Service Delivery scope
- Involved in decision making discussions with internal customer groups. Documentation of solution design with agility. Ensure implemented solutions are according to specifications and fit for purpose.
- Help planning deployments together with Project Managers and Operations Team. Support in deployments between development environments and validation / productive environment.

### Commitment to Diversity & Inclusion:

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

## Minimum Requirements :

- Strong practical functional and some degree of technical knowledge of Salesforce features in Service cloud and Health Cloud along with platform capabilities
- University degree in business/technical area adequate equivalent
- Fluent English both written and spoken
- 10+ years of experience in healthcare solution design, business analyst or equivalent role
- Proven track record in large, global, multi-team projects dealing with complex process areas and business groups
- Solid understanding on Patient Services capability areas as well as pharmacovigilance related controls.
- Excellent organizational, interpersonal, communication, presentation and writing skills
- Ability to work with others in a high paced, fluid, multi-cultural and multi-disciplinary team. Ability to operate in matrix organization effectively
- Attention to detail and organization. Working under tight timelines without compromising quality. Strong teamwork and interpersonal skills at all management levels. Stakeholder management skills.
- Strong can-do attitude and result-focused.

Why 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>

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

Spain

Site

Barcelona Gran Vía  
Company / Legal Entity  
ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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