

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

Job ID  
REQ-10007625  
Oct 15, 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  
Consistent track record of broad industry experience and good understanding of complex enterprise IT landscapes and relationships
- 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?

<https://www.novartis.com/about/strategy/people-and-culture>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

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

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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