

# Associate Director, M365 Platform Design & Delivery

Job ID  
REQ-10018690  
Aug 12, 2024  
India

## Summary

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

#LI-Hybrid

The purpose of this role is to design customer interactions and touchpoints with Novartis technology in order to optimize the customer experience and maximize value.

## About the Role

### Your key responsibilities:

- Design End User Service Model, interaction and visual design. Create an internal view of how people and technologies interact by providing human factors technical expertise on topics such as advanced user-interface technology development, taking into account human design considerations and providing information about requirements, needs, fatigue, ergonomics and usability of interfaces
- Utilize User Centered Design methodology to design the holistic customer experience acknowledging all relevant touchpoints. Build holistic end to end understanding of customer touchpoints
- Communicate and envision service concepts and ideas using standard methods that illustrate all the components and touch-points of the customer experience
- Apply innovative approaches to design, using creative facilitation techniques in collaborative co-creation workshop settings. Explore and test new opportunities to improve customer experience and drive value
- Collaborate with external service design partners. Measure and analyze key emotional indicators, usability, and key performance indicators to identify areas for further design improvement
- Engage with internal and external communities for user insight. Accountable to ensure adherence with Security and Compliance policies and procedures within Service Design scope
- Identify, recommend, and implement technologies and governance policies which may further advance operational efficiencies of the O365 services and minimize the security risks within the platforms and services
- Work with O365/cloud service providers to drive roadmaps and deliver solutions necessary to meet internal requirements, particularly in the areas of governance, security & compliance, and eDiscovery.
- Detect and remediate risks to performance and stability of O365 service before it impacts to business operations

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

**What you'll bring to the role:**

- 10+ years of broad IT experience in an enterprise environment. In-depth knowledge of infrastructure, systems management and application architecture
- Microsoft Certifications in O365 Services (MCSA) and Hybrid Technologies
- Good understanding of various O365 services like SharePoint, OneDrive, Teams, PowerApps, Flow, Mailboxes & Groups, Cloud App security, Device management etc.
- Good understanding of Azure Conditional Access policies, eDiscovery services, AIP, and AAD P1 tools and experience in implementing same across various O365 services
- Scripting knowledge using PnP, Graph APIs, PowerShell etc. to build automations around the O365 services and for governance and other Hybrid setups.

**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 learn more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

**Accessibility and accommodation:**

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**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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**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  
Alternative Location 1  
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Technology Transformation  
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