

# Associate Director – Conferencing Platform Services

Job ID  
REQ-10021071  
Sep 09, 2024  
Mexico

## Summary

Associate Director who possesses robust communication abilities and excels in managing teams, with a solid track record in Video Conferencing space. The ideal applicant will have a minimum of 5 years managing global scale services / operations and a demonstrated proficiency in overseeing video conferencing systems.

## About the Role

### Major accountabilities:

- Defining of standards, governance, and run & build services for:
  - Conference rooms, collaboration spaces, & devices
  - Broadcasting, streaming, and video optimization technologies
  - Major events, virtual congress platforms, and production technologies technical integration for broadcasting/live streaming
  - Digital signage
- Develop and execute reporting and business intelligence for all conferencing services.
- Strategy and planning on emerging conferencing technology
- Act as a point of contact for external vendors and internal clients
- Act as an escalation point of contact in high priority incidents and changes
- Serve as the liaison for Novartis internal stakeholders during routine interactions with our vendors and facilitate the corresponding report sessions.
- Maintain responsibility for all compliance obligations of the platforms in a strictly regulated industry to ensure adherence to established compliance and security norms.
- Lead the relevant initiatives in updating the legacy systems to the current industry standards.
- Supervise the standard room deployment projects end to end from deployment to sunset.
- Guaranteeing smooth operation and uninterrupted delivery of all live events and webcasts.
- Manage the budget and financial accountability for a specific team segment, contribute to forecasting of budgeting and expenditure projections.
- Managing the entire lifecycle of the relevant products.
- Investigate and convey improvements for current or forthcoming products that align with the company's strategic objectives and targets.

### Key performance indicators:

- Number of legacy rooms refreshed to the standard
- Content adherence with no compliance violations

- Platform conformity with no vulnerabilities or findings
- Commit to the general cost saving opportunities and define the areas for saving.
- Number of alternative conferencing platforms that diverge from standards.
- Support the associates with inputs for training materials / videos or sites.
- Compliance and audit readiness for all the applications

**Minimum Requirements:**

**Work Experience:**

- Minimum of 8+ years of experience in managing global conferencing solutions.
- History of stakeholder management in a global environment with a minimum of 5 years of experience
- Over a decade of progressive IT industry experience and expertise in IT Service Management/Operations.
- Major Change.
- Strong customer orientation.
- Ambiguity.
- Ability to work and lead (a cross-functional team) in a matrix.
- Proven Ability to Develop trust-based relationships with global teams
- Experience working cross-functionally and trans-nationally.
- Market and customer intelligence.
- stakeholders' management

**Skills:**

- Knowledge and awareness of respective technology industry standards (e.g. MTR, Zoom, Cisco Conferencing)
- Strong analytical and problem solving skills.
- Excellent communication and collaboration skills.
- Ability to work in a fast-paced, dynamic environment.
- ITIL V4 Foundations Certification
- Communication, Group Problem Solving, Incident Management, Information Technology (IT) Infrastructure, IT Governance, IT Service Management (ITSM), Microsoft Teams Rooms Management, Cisco Webex, Risk Management, Stakeholder Management

**Languages :**

- English.

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