

# Solution Design Associate Director

Job ID  
REQ-10021396  
Sep 09, 2024  
India

## Summary

The Solution Design Associate Director is a visionary accelerator of standard practice, driven through the combination of creative-thinking and business analytics, and is accountable for designing, describing, and managing solution engineering to bridge the gap between endemic business problems and technology solutions for PSP.

He / she has high business acumen and cutting-edge technical insights that go beyond industry boundaries. He / she can lead change in practice by fluently communicating the overall technical blueprint for a particular vision. He / she is a problem solver by nature and plays a critical role in defining and enabling change for business success and retaining the responsibility for industrializing positive novel solutions into standard operating practice.

## About the Role

### Major accountabilities:

- Translate business challenges into value-adding products, services, and customer experiences in a fast paced, agile manner from a vision through to successful implementation
- Partner with the Head Health Data Insights & Design and functional stakeholders to create the blueprint of future state operations, processes, capabilities, systems landscape, and data flows
- Operate as a thought-leader to drive transformative solutions within an assigned focus area, incorporating industry-agnostic thinking and progressive actions to transform GCO operations with tangible simplified results for line functions and/or key customer journeys (patient, site, physician, sponsor)
- Influence stakeholder thinking and challenge status quo by leveraging experience, observations, industry trends, standard methodologies, leading technology, and process improvement ideas to deliver superior business value
- Accountable for leading business stakeholders, technology/engineering teams, and other internal/external partners in the re-engineering of processes and building supporting, customer-focused solutions technology solutions
- Develop algorithms for precision targeting, testing, and implementing these algorithms in scalable methods. Measure and optimize the quality of those algorithms over time
- Lead specification development process, to translate business requirements into solution specifications, associated with metrics/KPI measures of success including validation/UAT of analytics solution, training materials and user guides
- Execute and coordinate projects with a focus on vision through ambiguity, superior written and verbal communication, strong change management practices
- Practice agile execution and design thinking methodologies / user journey mapping alongside robust

project management and cross-functional collaboration

- Accountable for the design and development of processes and systems that facilitate the roll-out of 'scalable experiments' across the business, and ensure proven solutions are integrated within standard business operations through exceptional change management practices
- Convene and lead high performing teams via crowd-sourcing techniques to achieve superior results in a motivating work environment
- Lead cross-divisional transformative projects as assigned, leading to improved overall business and technology performance

**Key performance indicators:**

- Value of operations and solution led initiatives successfully delivered and transferred to operational business functions based on measurable improvement in productivity, speed, or quality with focus on accelerating average trial cycle time
- Ability to foster transformation and thought leadership measured by customer satisfaction
- Successful implementation of improvements as measured by durability of changes and delivery against expected efficiency and productivity targets

**Minimum Requirements:**

**Work Experience:**

- Bachelor's degree in life science and/or business analytics and/or project management with 4 – 5 years drug development or equivalent
- Experience working in the pharmaceutical or relevant industry driving complex solutions
- Advance degree preferred (PhD., MBA desired or equivalent)
- 5+ years of pharmaceutical industry or in business analytics and/or project management, with previous experience in either drug development or project management, in the Pharmaceutical, CRO or product services industry

**Skills:**

- Demonstrated ability to effectively engage associates from widely varying backgrounds & functions and operate autonomously in a dispersed, complex, matrixed organization.
- Demonstrated strong leadership and project management skills in global setting
- Proven ability to orchestrate a complex process that involves multiple discrete initiatives and demonstrated responsibility for making the day-to-day decisions and leading to significant operational efficiency and productivity
- Demonstrated ability to foster innovation, transformation, and thought-leadership; exemplary written and interpersonal communication skills
- Prior experience breaking down barriers, aligning initiatives and solutions and powering new models of performance delivery resulting in meaningful alignment between clinical operations global line functions
- Proven ability to conceptualize, develop, and lead efforts to support change within large, complex healthcare entities.
- Access to and familiarity with external digital innovation ecosystem preferred
- Experience leading the development and/or implementation of digital products preferred
- Integrated thinker across development functions with ability to scope and challenge their plans and deliverables
- Ability to articulate complex situation into simple and effective frameworks

**Languages :**

- English.

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Division

Development

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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