

# Associate Director of Operations for Cell & Gene Therapies

Job ID  
REQ-10021862  
Sep 17, 2024  
Ireland

## Summary

The Associate Director of Data, Digital & IT (IT Operations) will be a key IT lead supporting our Cell and Gene Therapies (CGT) organization and is responsible for overseeing the strategic planning, development, implementation, and management of IT operations within the Patient Experience and Advanced Therapies IT organization for CGT. This includes directing and coordinating the IT infrastructure, systems, networks, and applications necessary to support the business operations and objectives of Cell and Gene Therapies. The role requires strong leadership, technical expertise, and the ability to align IT initiatives with business goals.

## About the Role

### Key Responsibilities

- Develop and implement the IT operations strategy for CGT in alignment with the organization's overall business objectives for responsible Domain / functions.
- Oversee the daily IT operations, including system administration, network management, hardware/software support, and application management for responsible Domain / functions.
- Ensure smooth functioning of all IT systems, troubleshoot technical issues, and take proactive measures to minimize downtime for responsible Domain / functions.
- Ensure all IT Operational issues, reported as IT incidents are managed according to agreed IT Operational Governance principles and delivered to agreed Service Level Agreements (SLAs).
- Ensure lessons learned / root-cause analysis exercises are carried out on all high priority IT incidents to ensure there is continuous IT system improvement as well as key learning opportunities for all relevant stakeholders.
- Optimize IT processes and workflows to drive operational efficiency and cost-effectiveness for responsible Domain / functions.
- Build and develop a high-performing IT operations team, providing guidance, mentoring, and professional development support.
- Manage relationships with external vendors and service providers, ensuring effective delivery of IT services and solutions.

### Qualifications

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Proven experience in an IT operations leadership role
- Strong technical background encompassing IT infrastructure, systems administration, network management, and security.

- Knowledge of cloud-based technologies, enterprise applications, and emerging IT trends.
- Project management certification (e.g., PMP) is desirable not essential.
- Excellent communication, problem-solving, and decision-making skills.
- Ability to manage multiple priorities and work effectively in a dynamic, fast-paced environment.

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Division

Operations

Business Unit

CTS

Location

Ireland

Site

Dublin (Novartis Corporate Center (NOCC))

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Job Type

Full time

Employment Type

Regular

Shift Work

No

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