# NOVARTIS

# Assoc. Dir. DDIT IES Infrastructure Solution Delivery

Job ID
REQ-10044778
Jun 23, 2025
Mexico

## Summary

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

The Associate Director of DDIT IES Infrastructure Solution Delivery translates business requirements into IT solutions that meet customer expectations while ensuring they are safe, reliable, scalable, and hybrid. This includes public cloud environments such as AWS and Azure, as well as private cloud infrastructures. The role involves creating detailed IT solution/service capabilities based on functional specifications to fulfill quality, performance, and technical constraints. Additionally, it involves developing detailed process designs needed for the day-to-day operation of the software/service. It is essential that all solutions adhere to the architectural roadmap and support the ongoing development, execution, and operations of the software/service.

This is an infrastructure solution delivery position with 10+ years' experience; ideal candidate is expected to demonstrate in-depth data centre and public Cloud Infrastructure expertise with a keen focus on AWS:

## About the Role

**Key Responsibilities:**

- In-depth engineering, design, and operations experience with AWS, including associated certifications. Professional experience architecting large-scale solutions on AWS.
- Create and lead solution designs for internal customers and help scope requirements to meet business needs. Develop project rationale and perform scoping assessments to determine project feasibility.
- Ensure overall user experience is considered when designing and deploying new solutions and services. Ensure implemented solutions are according to specifications and fit for purpose.
- Ensure designs adhere to architectural roadmap and support development, execution, and operations of software/services.
- Plan deployments with Project Managers and Operations Team across development, validation, and productive environments.
- Review deployment packages with developers, including testing, preparing checklists, scripts for manual deployments, and documentation.
- Translate business requirements in a presentable manner in line with company standards, ensuring operational integrity. Investigate assigned problems through to resolution or root cause, coordinating actions of others as necessary for analysis and resolution.
- Play a key leading role in ensuring successful end-to-end infrastructure solutions. Provide technical and application guidance and support throughout engagements.

- Perform impact analysis to support application teams. Support continuous improvements to IT service management processes and services.
- Engage with multiple stakeholders at the business functional level, understanding security and compliance requirements and proposing solutions. Ability to work on large and complex projects in a matrix environment covering a wide spectrum of technologies.

Commitment to Diversity & Inclusion: :

*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 on the job supporting Cloud (AWS) and on-premises enterprise infrastructure solution delivery
- Bachelor's degree in Computer Science, Information Technology, Engineering, or a related field or relevant experience in the domain
- In-depth knowledge of AWS services, including compute, storage, database, networking, security, and management tools.
- Ability to translate business requirements into scalable, reliable, and cost-effective cloud solutions.
- Ability to work across geographic boundaries; supporting global enterprise business and liasing with security, architecture, quality, engineering and operations teams globally. Strong analytical and problem-solving skills to diagnose and resolve issues effectively.

**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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Division
Operations
Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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