

Associate Director - IT Business Partner (Customer to invoice - C2I)

Job ID
REQ-10048445
May 13, 2025
Spain

Summary

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

The Strategic Business Partner for Customer to Invoice (C2I) plays a crucial role in capturing and shaping business demands into effective business cases and project charters. This role collaborates with other IT functions to ensure quality service delivery to stakeholders. The individual contributes to the organization's strategy by developing technology roadmaps, discovering and delivering solutions, managing operations, and handling risks and relationships. Acting as the strategic partner for the C2I Global Process Owner, this role ensures their priorities are effectively addressed. Additionally, the role supports Global Process Owners in identifying opportunities for process standardization, automation, and effective portfolio management.

About the Role

Key Responsibilities:

- Implement and drive CAB (Change Advisory Board for C2I - Customer to Invoice)
- Support the Global Product Owner Organization in establishing robust global governance and streamlining the end-to-end C2I process.
- Responsible for creating global technology roadmap, understanding the maturity of the technologies in use, and its lifecycle, ensuring support for retiring obsolete tools/applications, managing upgrades/replacements, license management, and so on, to ensure stability and best usability of the technologies by the business stakeholders.
- Accountable for Program, project & product delivery supporting Business transformation Programs enabled by technology, co-own transformation outcomes.
- Manages relationships with key stakeholders, identifying local regulations that impact the process, and aligning activities across functions and regions.
- Ensures operational stability at sites while proactively driving continuous improvement through standardization, simplification, and automation of processes.
- Manages demands, conduct service review meetings, manage escalations, deliver projects and enhancements on quality, costs and timely manner.
- Collaborates with other IT teams (Finance, Supply Chain, etc.) and business stakeholders to ensure control of dependencies between Legacy ERPs/Applications and S4/HANA (Global ERP rollout), thus avoiding impacts on the CORE design processes.
- Key business partner for business continuity. Serves as point of escalation, reviewing and promoting alignment across relevant parties when assessing issues and risks.

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:

- Minimum 5 years' experience in S4/HANA and ability to influence without the authority
- Solid knowledge of Customer to Invoice Processes (Vistex, Billing, Contract Management, Order Management, Customer Relationship Management, Pricing).
- Working experience within the pharmaceutical industry and experience with managing and partnering with cross-functional teams and stakeholders
- Track record delivering global solutions at scale within a matrix environment

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<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

Universal Hierarchy Node

Location

Spain

Site

Barcelona Gran Vía

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Alternative Location 1

Prague, Czech Republic

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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