NOVARTIS

Sr. Bus. Analyst DDIT US&I Patient

Job ID
394316BR
Jul 02, 2024
Mexico

Summary

-Contribute to improve local/simple business processes, products, services, and software through data analysis. -Engage with business representatives and support the appropriate TT teams and Functions to develop business requirements and deliver data-driven recommendations to improve efficiency and add value.

About the Role

Major accountabilities:

- Contribute to create -consistency and traceability between user requirements, functional specifications, and testing and validation.
- Support validation and testing as appropriate and ensure alignment to Security and Compliance policies and procedures within Service Delivery scope.
- Support with internal IT systems and documentation requirements, standards (including quality management and IT security), regulatory environments / requirements (if applicable), TT Service Portfolio and with industry standard methodologies in leveraging technologies for the business and taking advantage of reusable products, solutions and services wherever applicable.
- Develop business knowledge of patient support programs in US to suggest improvement and new solutions to improve patient experience and patient support center's efficiencies.
- Provide consulting to US Patient Support Program team during project implementation and ongoing services.

Key performance indicators:

- Feedback on dedicated phases for Project execution (quality, time).
- Process efficiency (specific scope).
- Steady / Uninterrupted process flow (specific scope).
- Completeness and accuracy of Business Process Model (BPM) -local or non-complex processes.
- Business process documentation up to date (specific scope) .

Minimum Requirements:

Professional Experience:

- University degree in Informatics, Computer Sciences, business or similar OR relevant experience.
- 5 years working experience within using digital technology with Integration and data mapping.
- Multi-national global experience.
- Highly desirable Salesforce experience and IT Call center support experience.

- Pharmaceutical or Medical Industry experience is desirable.

Skills:

- Customer Relationship Management.
- Agile Project Management
- Interactions with senior management.
- Collaborating across boundaries.
- Ability to translate Business requirements into Technical solutions

Languages :

- English.

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.
Job Type
Full time
Employment Type
Regular
Shift Work
No
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