

Project Manager

Job ID

REQ-10014923

Dec 03, 2024

Malaysia

Summary

- Manage the design, deployment and delivery of projects / project work streams providing IT solutions (e.g. MDM, CRM, Omnichannel, Data & Analytics, etc. with complex system integration requirements) that meet Novartis commercial and medical business requirements across APMA and Japan.
- Direct project teams and maintain control of progress, quality, and budget to meet the desired business objectives.
- Lead the deployment of projects and engaging with regional/local business and various TT functions where appropriate to secure timely implementations and local business adoptions where required
- Ensure harmonized global/regional solution and regional deployment approach are adopted to achieve speed, cost efficiency, operation simplification and user adoption.
- Ensure delivery excellence and leadership throughout the projects and drive changes management appropriately.
- Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered.
- Contribute to enabling operational excellence and continuous improvement in the Service quality across DDIT.
- Partner with Business Stakeholders and different DDIT functions in Demand shaping activities, providing optimal planning and estimation in terms of solution proposal, services, timelines, timeline, cost and resources.

About the Role

Major accountabilities:

- Manage the delivery of internal and outsourced projects from project initiation to transition to operations.
- Plans and manages the deployment in region/markets, allocate/align internal and/or external resources to accomplish deployment tasks and leads throughout the project duration until closure and handover to Operations, ensuring regional/market needs are being reflected in service/solution.
- Monitor and control project execution (including costs, operational budgets, project resources, timelines), establish project governance, managing risks and issues.
- Deliver projects on time and within budget and to meet the desired business objectives and success criteria.
- Manages quality of deliverables and maintains control over the project's status and budget.
- Coordinate with global teams and vendors to provide technical guidance required in project delivery and operations.
- Lead engineering aspect and solution integration design of the delivery team, continually help to deliver project, ensure team technical competency to match the ongoing, rapid changing technical environment.
- Participate in troubleshooting, validation of the whole solution until project completion and customer

acceptance.

- Subject Matter Expert for project delivery and/or operations in the given business sub-capability.
- Accountable to ensure adherence with Security and Compliance and GxP policies and procedures within Project Management service scope
- Ensure a smooth project transition to operations and the optimal planning and execution of all activities associated with a application/product release.
- Good understanding of business objectives, business processes and requirements needed to support demand analysis, project delivery and service delivery to business.
- Moderate/negotiate between global, regional and country needs and expectation to achieve the best solution that fits the organization purpose and customer satisfaction.
- Partner with business partners to ensure Technology Service/Solutions Delivery teams deliver products according to strategy with reuse across other areas.
- Ensure services, solutions, platforms, products are fit for purpose and achieve the desired business value and impact.
- Analyse business change management strategy and define and execute change management and training initiatives and material needed to ensure business buy-in and user adoption during project delivery and operation
- Assist to improve efficiency of operations in area of responsibility and support operations team in end-to-end delivery of service requests.
- Working with several teams across the organization and in a multicultural/multi time zones environment

Key performance indicators:

- Projects are effectively managed, enabling them to be on time, to budget and to the expected quality level.
- Lead the assigned project team to jointly achieve a high customer satisfaction
- Adherence to applicable Security and Compliance policies and controls; defined project management methodologies, tools, and practices; and to delivery processes for IT projects
- Successful deployments, high user adoption, measured by project KPI's and success criteria.
- Benefits delivered by portfolio (\$, risk mitigation, technology innovation, value added)
- Strong customer focus, knowledge of Japan market needs and ability to manage customer expectations, ability to establish and maintain a high level of customer trust and confidence
- Solid project management skills with ability to multitask and manage multiple small to medium projects in a cross-functional environment
- Demonstrated ability to apply skills and techniques to solve dynamic problems
- Strong teamwork and interpersonal skills at all management levels
- Launch of innovative technology solutions across Novartis at scale
- Operations stability and effective risk management
- Speed and agility in delivering services to users.

Minimum Requirements:

Education & Qualification

- University degree and relevant equivalent experience
- Understanding the Project Methodologies (Agile training) is a plus.

Work Experience:

- Leading large and/or diverse multi-functional teams.
- 8+ years of experience in IT project delivery (particularly in Data & Analytics) involving complex solution integration design.
- Project Management
- Operational Excellence
- Financial Management
- People Leadership
- Knowledge of collaboration across functions/geographies
- Leveraging technology for business and customer needs
- Proven ability to Develop trust-based relationships with key regional stakeholders

Skills:

- Strong project managements skills with solid experience in Data & Analytics projects with complex systems integration.
- Business acumen and commercial understanding (account management)
- Relationship Management
- Analyzing stakeholder requirements
- Knowledge of relevant tools and systems
- Knowledge of IT Infrastructure & systems
- Knowledge of IT Applications & tools
- Demand Planning
- Data Management
- Audit Methodology: Identifying and Testing Controls for Business Risk
- Strong Analytical Skills
- Strategic Mindset.

Languages :

- Fluent in English (written and spoken), Japanese language is a major plus.

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

Universal Hierarchy Node

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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