

# Assoc. Dir. DDIT US&I Service Management Access

Job ID  
REQ-10022860  
Oct 04, 2024  
India

## Summary

The Assoc. Dir. DDIT US&I Service Management - Commercial Applications is a key role within the Novartis Market Access technology team, responsible for leading the design, development, and deployment of commercial applications.

This role involves overseeing a team of developers, collaborating with cross-functional teams, supporting IT SOX audits, and ensuring the delivery of high-quality software solutions that meet business requirements. The ideal candidate is a seasoned technical expert with strong leadership skills, deep understanding of Operational Support, commercial application development and integrations.

## About the Role

### Roles and responsibilities:

#### Technical Leadership and Strategy

- **Technology Roadmap:** Develop and maintain a strategic roadmap for the technical aspects of commercial applications. Align with overall business strategy and technology advancements.
- **Business Applications:** Understand the design and architecture of solutions supporting the MMF Business (ModelN preferred) and other commercial platforms. Ensure that all systems are scalable, secure, and efficient.
- **Innovation:** Drive the adoption of new technologies and best practices to enhance application performance, security, and scalability.

#### Compliance

- Ensuring accurate and timely internal controls assessments and reporting; adherence to Novartis Financial Controls Manual (NFCM) and IT Application Controls (ITAC);
- Oversee execution of the Change Control process in ServiceNow to ensure compliance to the process.
- Contributing to MMF team interactions on IT SOX controls, audits and reviews with auditors (internal/external);
- Partners with the IT Governance team to ensure compliance with IT Controls, standards, procedures, and associated documentation.

#### Delivery Management

- **Delivery Oversight:** Manage the full SDLC involving design, development and testing of commercial

- projects/enhancements. Create detailed delivery plans and track progress to ensure timely completion.
- Risk Assessment: Identify project risks and proactively develop mitigation strategies to address potential issues.
  - Stakeholder Engagement: Communicate effectively with stakeholders, providing regular updates on project status, risks, and deliverables.

#### Collaboration and Coordination

- Cross-Functional Collaboration: Work closely with product managers, business analysts, and other stakeholders to gather and understand business requirements. Translate these requirements into technical specifications.
- Team Leadership: Lead, mentor, and develop a team of developers, promoting a collaborative and high-performance culture. Provide technical guidance and support.
- Vendor Management: Liaise with third-party vendors and service providers to ensure smooth integration and optimal performance of ModelN, and Oracle DB solutions.
- Manage and resolve or mitigate release issues and risks and serve as a point of escalation.

#### System Development and Integration

- Development Management: Oversee the development and break/fix of Oracle applications. Ensure adherence to coding standards and best practices.
- Integration Solutions: Ensure seamless integration of MMF applications with other enterprise systems. Address any integration challenges and ensure data consistency.
- Performance Optimization: Monitor and optimize the performance, reliability, and scalability of commercial applications.

#### Quality Assurance and Compliance

- Testing and Validation: Implement comprehensive testing protocols, including unit, integration, and user acceptance testing, to ensure application quality and reliability.
- Regulatory Compliance: Ensure that all applications comply with relevant industry standards, regulatory requirements, and company policies.
- Documentation: Maintain detailed documentation of all projects, including technical specifications, architectural diagrams, and user manuals.

#### Continuous Improvement

- Process Enhancement: Identify and implement opportunities to improve development processes and increase efficiency. Promote the adoption of best practices and standard operating procedures.
- Feedback Integration: Establish mechanisms for collecting and incorporating user feedback into the development cycle to continuously improve application functionality and user experience.

#### Essential Requirements:

#### **Experience**

- Overall Experience: Minimum of 8-10 years of experience in software development, with significant experience in designing, developing, and deploying commercial applications.
- Leadership Experience: At least 5 years of experience in a technical leadership role, overseeing development team and managing complex projects.
- Experience with ModelN Revenue Management software, including, configuration, integration, and deployment.

- Ability to consider upstream and downstream process impacts and implications.

## Technical Skills

- Frameworks and Tools: Strong knowledge of development frameworks and tools.
- Execution of Application lifecycle management and computer system validation. This covers OS/ DB/ patching/ minor upgrades; Establish yearly technical release roadmap.
- Architecture and Integration: Knowledge of software architecture principles, cloud computing and integration patterns.
- Database Management: Proficiency in SQL and experience with database management systems.
- Knowledge of a scripting language and XML

## Methodologies and Practices

- Agile Development: Experience with Agile methodologies (e.g., Scrum, Kanban) and tools preferably JIRA.
- DevOps Practices: Knowledge of DevOps practices and tools for continuous integration and continuous deployment (CI/CD).
- Soft Skills
- Leadership and Mentorship: Proven ability to lead, mentor, and develop technical teams. Strong interpersonal skills to motivate and guide team members.
- Problem-Solving: Excellent analytical and problem-solving skills, with the ability to make sound decisions under pressure.

## Communication Skills

- Strong verbal and written communication skills. Ability to articulate complex technical concepts to non-technical stakeholders effectively.
- Collaboration: Strong ability to work collaboratively with cross-functional teams, including product managers, business analysts, and other stakeholders.

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.

**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

India

Site  
Hyderabad (Office)  
Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited  
Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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