

# **(Senior) Specialist DDIT OPS Site IT Expert (Manager level)**

Job ID

REQ-10043017

Jul 01, 2025

China

## **Summary**

Sr. Specialist DDIT OPS Site IT Expert

## **About the Role**

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### **Job Description**

The IT Expert is responsible for the configuration and maintenance for the IT Infrastructure and IT Applications deployed at the Haiyan Site. They will coordinate with Global teams as needed to enable this support at site. The Site IT specialist will also support the IT requirements for ITOT Automation projects at the Haiyan site.

### **Key responsibilities**

- Oversee and manage production system control, ensuring smooth and efficient operations.
- Handle and resolve production-related issues promptly to minimize downtime.
- Provide technical expertise for the design, configuration, installation, and maintenance of IT Systems software and associated hardware; including interacting with other teams as necessary.
- Manage and control the upgrade, optimization, and iteration of production systems.
- Oversee release management, ensuring timely and accurate deployment of updates and new features.
- Develop and implement policies and procedures to enhance production control processes. Monitor production performance and adjust schedules as necessary to meet demand.
- Participate in the development and execution of IT and Automation projects.
- Introduce / deliver enterprise end-user IT services/ solutions provided via global service portfolio in sites / countries / cluster
- Follow end user adoption plans provided when introducing new IT services/ solutions and oversee and measure adoption activities at sites
- Ensure business end-user requirements for regarding IT services are documented through Service Level Agreements (SLAs) and these SLA are met
- Highlight/identify gaps in existing functionality and review requirements with stakeholders - Develop a comprehensive requirement specifications including stake holder involvement that will determine the estimate of cost, time and resources to deploy solutions
- Ensure adherence to quality standards as defined by Novartis
- Ensure appropriate response to audit / IT Security assessment findings and recommendations - Monitor all events and take appropriate control action to address

- Prepare scopes of work and lead IT contractors as required to complete required work within project timelines.
- Develop project objectives working with user requirements and business plans.
- Leading discussions with internal business partners on priorities and timelines, consistently supporting the transparent sharing of information.
- Participate in operational excellence and continuous improvement efforts.
- Create and update procedures to drive operational efficiency and compliance.
- Implement and revise SOPs to conform with standards and policies.

#### Minimum Requirements

- Bachelor's degree in Computer Science, Information Technology, automation, engineering or a related field.
- Minimum of 8 years of experience in IT infrastructure & IT Applications including MES, SAP, LIMS, Labeling, OSIP Apps etc, Minimum of 5 years in a GMP Pharma environment.
- Computer system validation experience, be able to write CSV document.
- Good communication with internal team and Global supporting team.
- Effective communication skills both verbal and written in Chinese and English, seamless.
- Hands-on experience building, fixing and troubleshooting things using common hand tools and diagnostic tools.
- Be able to maintain the lifecycle of IT system to ensure high quality computer system including implementing changes or resolve system issues.
- Understanding of Industrial automation system is a plus.
- Proven experience in managing budgets and project pipelines.

**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

China

Site

Haiyan (Zhejiang Province)

Company / Legal Entity

CN14 (FCRS = CN014) China Novartis Institutes for BioMedical Research Co., Ltd.

Functional Area

Information Technology

Job Type

Full time  
Employment Type  
Regular  
Shift Work  
No  
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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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