NOVARTIS

Dir. DDIT Sol.Del. China

Job ID
REQ-10089771
Окт. 11, 2026
Китай
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Сводка

-Owns and manages business solutions/services delivery vertical at an enterprise level for a global sub- domain (business area/sub capability) of the company access all geographies.
-Accountable to Global Business Units for end to end project delivery and/or operations in the given sub domain/sub capability
-Partner with Business Stakeholders (GPO) and DDIT Strategic Business Partners for demand analysis solution proposal/evaluation and project delivery
-Manage operations of systems and applications in scope ensuring their stability and integrity and meeting customer service levels.

About the Role

Major Accountabilities:

- Define and execute technology delivery strategy for business systems platforms and processes for responsible business domain/function(s)
- Partner with DDIT Strategic Business Partners for demand analysis solution proposal/evaluation and funding estimates for operations / projects.
- Partner with relevant Technology Service/Solutions Delivery teams to ensure that the product and platform strategy balances the sophisticated needs of Key Markets need for reuse across other priority markets and cost effectively scale at speed to remaining midsize/small markets
- Ensure on time within budget compliant secure and quality delivery of portfolio for responsible Business domain / functions.
- Ensure services solutions platforms products are fit for purpose and achieve the desired business value and impact
- Run efficient DevOps for platforms products or systems ensuring availability and optimal performance for responsible Domain / functions.
- Establish governance structure for projects operations etc. with right stakeholder representation for responsible Domain / functions.
- Track report and deliver against agreed success factors and SLAs/ KPIs for various stakeholders for responsible Domain / functions.
- Follow industry trends and emerging practices to drive agility speed efficiency and effectiveness.
- Ensure the overall user experience is taken into account when designing deploying new solutions services and steady state operations.
- Take accountability to ensure adherence to Security and Compliance policies and procedures within the Service Delivery / Operations scope.
- Oversee problem management and drive identification of root causes as well as sufficient prevention of recurrences
- Manage the underpinning IT services are engaged in the delivery and support of the IT application.
- Ensure application lifecycle management application data consistency, portfolio optimization and continual improvements
- Lead transformation initiatives using the latest technology stack
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt
- Distribution of marketing samples (where applicable)
- Ensure a healthy and safe workplace by complying with Novartis HSE and ISEC standards, implementing measures, providing training and resources, supporting employee well-being, investigating incidents, and collaborating with HSE teams to maintain a safe environment while adhering to quality, ethical, health, safety, and environmental requirements

Key Performance Indicators:

- Delivery on agreed SLAs / KPIs including business impact
- Launch of innovative technology solutions across Novartis at scale
- Business impact and value generated from DDIT solutions
- Adoption and development of Agile Productization and DevOps practices
- Operations stability and effective risk management
- Feedback on customer experience
- Applications adherence to ISC requirements and are audit ready.

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

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.
Read our handbook (PDF 30 MB)

Дивизион
Operations
Business Unit
Information Technology
Место
Китай
Сайт
Dalian (Liaoning Province)
Company / Legal Entity
CN14 (FCRS = CN014) China Novartis Institutes for BioMedical Research Co., Ltd.
Functional Area
Информационные технологии
Job Type

Full time
Employment Type
Regular
Shift Work
No

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.china@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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