

# Sr. Spec. DDIT OPS ITOT Small Molecules

Job ID

REQ-10076963

май 13, 2026

Египет

## Сводка

Location: Cairo, Egypt #LI-Hybrid

Internal job title: Sr. Spec. DDIT OPS ITOT Small Molecules

### About the Role:

The Sr. Spec. DDIT OPS ITOT Small Molecules for Cairo site drives and ensures that DDIT global and local demand is captured from business and collaborates with other DDIT functions to ensure quality services are delivered to stakeholders as per agreed service descriptions. This role ensures that specific business requirements are incorporated into the overall strategy and implements objectives with technology strategy development, solution discovery, service, risk and relationship management.

## About the Role

### Key Responsibilities:

- Develop the IT service portfolio for the capability area and monitor satisfaction levels, across locations, business domains, and/or geographical boundaries.
- Execute and document all end-user requirements for IT services.
- Follow-up for site SLAs to make sure they are met for all IT Services, collect customer feedback and identify optimization areas, ensure that all the risks about IT Services are aligned with the business and mitigated.
- Act as Site IT Expert for Business Applications: Ensure smooth business application service operations and execution, manage escalation of business application incidents that impact Manufacturing site, and provide high level expert, technical support and consultation on infrastructure.
- Execute initiatives, perform high-level technology impact analysis, and work directly with customer teams to develop business cases.
- Collect the overall user experience when designing and deploying new solutions and services.
- Direct involvement in the delivery of selected site projects to ensure meeting time, cost, quality requirements, and business needs.
- Proactively share knowledge of technology risks and opportunities to build competitive advantage.
- Ensure adherence to Security and Compliance policies and procedures within the Service Delivery scope.

### Essential Requirements:

- 5+ years in an IT role with good knowledge in standardized global SAP environments.
- GxP experience
- Proven track record of strategic projects in MES and CSV and implementation of cyber security projects.
- Excellent stakeholder management and influencing skills, as well as good communication and presentation skills in both English and Arabic.
- Good knowledge of Project Management methodology

### Desirable requirements:

- ITIL and PMP/Agile certificate is desirable

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### **Accessibility and accommodation:**

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Дивизион

Operations

Business Unit

Information Technology

Место

Египет

Сайт

Amiria

Company / Legal Entity

EG02 (FCRS = EG002) Novartis Pharma S.A.E

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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