

## Associate Director OPx Process Excellence

Job ID  
REQ-10020984

10月 03, 2024

India

### 摘要

-Support IT Governance Practitioners across a process domain. Responsible to ensure that IT Governance Practitioners are following the right process management standards across a process domain

### About the Role

#### MAJOR ACCOUNTABILITIES

Accountable for end-to-end process framework and lifecycle management

- Ensure transparency and track linked KPIs
- Authorize to standardize processes and data management KPIs
- Oversee IT4IT tools across processes and maintain 100% compliance

- Drive Community of Process Owners for continual improvement.
- Be an expert and thought leaders to inject new thinking across within value chain
- Facilitate Community of Process management for processes & data quality improvement within value chain
- Drive the Strategy for the Operating Model
- Working with the Process Framework team responsible for the integrity of the end-to-end process framework ensuring flow of work and value within DDIT

## JOB DIMENSIONS

- Complexity: Moderate to high complexity (include SOX, GxP, or operationally critical processes related to infra, information security, compliance and applications)
- Influence / impact: moderate-high influence / impact (large or geographically distributed practitioners); 10,000+ users impacted / works with senior business / IT stakeholders; Responsible for Service Management of complete individual domains; typically oversees vendor resources
- Knowledge & skills: 10+ years experience in relevant role. Ability to work fully work independently. Ability to lead without authority and good understanding of business processes.

## EDUCATION / EXPERIENCE

- University degree in Informatics, Computer Sciences, business or similar OR relevant experience
- ITIL V4 Certification, Lean Six Sigma Green Belt minimum"
- Degree, preferable in Information Technology
- Data management certification like DCAM
- Good communication skills
- Strong in providing and designing infrastructure solutions
- Good understanding on infrastructure assets and how they are managed currently
- Good experience in document and process management tools

## PROFESSIONAL COMPETENCIES

- 10+ years of relevant IT experience
- Experience of all IT processes (ITIL V4)
- Experience in Transformation Planning and Execution
- Experience in managing IT Management Tool suite and Process services
- Experience of working in IGM classified environment

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部门  
Operations

Business Unit  
CTS

地点  
India

站点

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Alternative Location 1

Prague, Czech Republic

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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