

Associate Director Solution Architect (CRM)

Job ID
REQ-10052833

5月 26, 2025

Spain

摘要

Location: Barcelona #LI-Hybrid

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

We are seeking a skilled CRM Solution Architect, who will play a significant role in molding both our existing and future CRM applications, which are currently embraced by over 50k users on a worldwide scale. This role requires an individual with an in-depth understanding of CRM deployment strategies within the pharmaceutical sector, coupled with the ability to strike the right balance between implementing out-of-the-box/global standardization and custom development/localized configurations. This acumen is invaluable to excel in this position.

About the Role

Your responsibilities include, but are not limited to:

- Use your extensive knowledge of CRM applications, Salesforce Platform and Veeva CRM suite to define both the high-level architecture and detailed solution design of our applications
- Coach/guide technical design experts and developers on their daily activities, acting as the main technical point of contact for CRM solutions
- Design and implement process to build harmonized global (core) solutions to be deployed in multiple salesforce environments, define core application rules and best practices, solve conflicts between core solutions VS local deployments
- Stay open-minded and curious about new technologies and trends, while making sure that the company is getting the right value from the current and new solutions/technologies being considered for adoption
- Liaise with our partners (software vendors, system integrators, service providers) for the continuous evolution of our solutions, bringing both continuous and disruptive innovations to the table
- Evaluate different data integration patterns and propose/recommend the right solutions for each case

What you 'll bring to the role:

- 7+ years of experience designing and implementing Veeva/Salesforce-based solutions, in a multi-country / multi-org environment.
- Hands-on experience as main solution design / architecture role for CRM implementations
- Extensive experience on:
 - GDO / CORE models for CRM applications
 - Salesforce metadata API or SFDX based deployments, Salesforce metadata packaging, deployment troubleshooting
 - Configuring / customizing Veeva CRM software package in Salesforce environments
 - Veeva CRM data model, broad knowledge of the different solution areas (MCCP, DCRs, Product Metrics, Consent Management, Approved E-mail, Event Management and other modules)
- Understanding of other Veeva solutions such as Vault (Promomats / Medcomms) and Align
- Very good communication and problem-solving skills; you like to work in agile methodology
- You have a strong understanding of other related technologies (SQL, SOQL, REST, SOAP, HTML5, JavaScript, etc.)
- You have experience with Product Development Lifecycle and DevOps tools like Azure DevOps, GIT, Jenkins, JIRA, etc.
- You can work independently, proactively identify challenges, and be accountable
- Fluent English both written and spoken

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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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.

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Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

部门

Operations

Business Unit

CTS

地点

Spain

站点

Barcelona Gran V í a

Company / Legal Entity
ES06 (FCRS = ES006) Novartis Farmac éutica, S.A.

Functional Area
Technology Transformation

Job Type
Full time

Employment Type
Regular

Shift Work
No

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