

Assoc. Director - Workplace Device Provisioning Services

Job ID

REQ-10040125

Feb 11, 2025

India

Summary

We are seeking a seasoned and experienced professional to oversee Global Devices provisioning services with a budget of \$100 million. This role encompasses managing RFPs, acquisitions, vendor relationships, demand and supply planning, forecasting, asset management, security and vulnerability management, as well as process and governance management for end-user devices such as notebooks, Macs, mobile phones, tablets, MTR, and telephony

About the Role

- Collaborate with local teams in various countries to gather requirements and plan RFPs. Partner with procurement to run RFPs/RFIs for devices.
- Work with finance partners to develop a comprehensive demand and supply roadmap aligned with organizational priorities.
- Collaborate with stakeholders to create and present annual spend plans for devices (Capex and Opex).
- Ensure robust governance around vendor management by creating and implementing SLAs and KPIs to measure vendor performance.
- Lead initiatives in evaluating, testing, proof of concept (POC), and integrating emerging devices.
- Ensure seamless integration of new devices to enhance user experience (UX) and productivity.
- Facilitate collaboration with the Digital Workplace Experience and Research team to understand UX needs and create a devices catalogue to provide fit-for-purpose solutions.
- Work closely with technology partners/OEMs to co-create innovative solutions.
- Lead the observability practice for the Digital Workplace function, ensuring the implementation and management of monitoring tools such as Cisco ThousandEyes, Splunk, Tachyon, and Symphony.
- Maintain a service dashboard to measure and monitor overall service performance and quality and provide management reports on metrics
- Present service performance metrics to key stakeholders

Qualifications

- Educational Background: A bachelor's degree in information technology or a related field.

Experience

- Over 15 years in a similar role within a global technology-driven organization, with significant exposure to vendor management, end-user device technologies, and services.
- Strong Proficiency: Expertise in financial management, forecasting, planning, and accounting, with

experience using Power BI and Excel.

- Procurement Process Knowledge: Extensive experience with RFI, RFP, category, and catalogue management

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Division

Operations

Business Unit

CTS

Location

India

Site

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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