

# Head, Shared Services (Data Digital & IT)

Job ID

REQ-10035902

Jan 16, 2025

India

## Summary

A senior operations leader responsible for holistic IT Service Management, Service Operations as well as Operational Quality Management oversight along with continual service improvement and operational governance across a function.

## About the Role

### Major accountabilities:

- Leads the Governance of Practices across one or more Practice domains.
- Manages a team and is overall accountable for the definition of processes, methods and tools across Practice domains.
- This role requires a relentless focus on governance of service operations, service transition, quality and compliance aspects of services delivered and enables predict and prevention operations for the function in order to guarantee operational stability of functional IT Environment.
- Manage a service operation with standardized services, processes, and tools to provide efficient, high-quality services in alignment with GPOs.
- Strategically plan and align the team to provide highest business value through effective management of IT resources (people, financial resources, and services) related to the function
- Meet customer and internal IT service levels and proactively and build a culture of thinking and delivering continuous service improvement within the function.
- Build a high performing team that Collaborates with IT stakeholders of all functions to ensure stability of IT Environment for the business.
- This role demands a combination of high quality service management strategic thinking, short to long-term planning and on-the-spot tactical decision-making. Demonstrate Enterprise thinking and act in the best interests of the enterprise as a whole.
- Application Operations: Ensure continuous operational support for our application landscape, enhancing the reimagining of medicine for patients through productivity, innovation, and simplification.
- Application Assurance: Ensure compliance and security requirements are met for applications within the scope of the AMS contract.
- Agile Coaching: Build a robust Agile coaching community to provide hands-on coaching and training for Novartis Agile practitioners.
- Audit Management Office (AMO): Serve as the primary function managing end-to-end audit requirements for all assets under APD's responsibility, ensuring compliance. Act as the Center of Excellence (COE) for the SOX IT program for all APD SOX-relevant assets.
- Factory Services: Offer shared services including software testing, test automation, performance engineering, application archival, ALM services, and project management as a service.

- Enterprise DevSecOps Services: Provide tools, practices, and expertise for DDIT teams (operations and development) to collaborate throughout the entire system development lifecycle, from requirements gathering through production support.

### **Minimum Requirements:**

- Overall experience of 20+ years
- 15+ years of relevant experience in leading Service Delivery teams, with at least 5 years in Pharma/Healthcare
- Demonstrated leadership in IT shared services, preferably with cross-domain or cross-industry experience.
- Proficiency in ITIL-based IT Service Management (ITSM) processes and engagement models.
- Extensive experiences in managing ITIL life-cycle processes, focusing on Application Management Services (AMS).
- Expertise in conducting IT audits, complying with ITIL guidelines, and adhering to SOX and other Pharma industry specific regulatory requirements.
- Familiarity with Good Practice (GxP) principles within the IT-service management context.
- Track record of driving continuous improvement and managing transformation projects in IT.
- Clear understanding of commercial models and contract negotiation in IT services.
- Strong background in managing budgets and controlling costs within IT operations.
- Proven ability in managing changes and addressing risks in a dynamic IT environment.
- Commitment to staying abreast with emerging IT trends and adapting to changes.
- 4+ years of experience working with Global teams

### **Why consider Novartis?**

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

Learn more here:

<https://www.novartis.com/about/strategy/people-and-culture>

### **Commitment to Diversity and Inclusion:**

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

**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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<https://talentnetwork.novartis.com/network>

**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>

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Operations  
Business Unit  
CTS  
Location  
India  
Site  
Hyderabad (Office)  
Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited  
Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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