

Head, Content and Automation Services (Data Digital & IT)

Job ID

REQ-10035905

Jan 15, 2025

India

Summary

The Head of Content & Automation Services will lead a high-performing team, driving innovation in content management, document management, collaboration services, and automation technologies. This role oversees the deployment of collaboration tools, management of content systems, and the advancement of automation technologies, while also optimizing IT service management through ServiceNow. As a visionary leader with extensive experience in managing complex IT ecosystems, this role will spearhead digital transformation efforts.

About the Role

Major accountabilities:

Team Management:

- Build, mentor, and lead a high-performing team of content and automation experts.
- Encourage innovation, continuous learning, and professional development within the team.
- Ensure the team delivers high-quality solutions and meets project deadlines.

Change Management:

- Drive change management initiatives to ensure successful adoption of new tools and technologies.
- Communicate effectively with stakeholders to facilitate a smooth transition to new systems and processes. Provide training and support to end-users to maximize the benefits of CoE initiatives.

Strategic Leadership:

- Define and implement the strategic roadmap for the Content & Automation Services.
- Align CoE initiatives with the company's business objectives and digital transformation goals.
- Foster partnerships with key stakeholders to ensure the success of CoE projects.

Content & Document Management:

- Oversee the implementation and optimization of content management systems (CMS) and document management systems (DMS).
- Ensure effective management, storage, and retrieval of digital content and documents.
- Promote best practices for content lifecycle management.
- Accountability extends to document and content management, storage, search and retrieval, regulation of enterprise integrations, handling of business workflows, execution of migrations and overseeing of

records retention.

Collaboration Services:

- Lead the deployment and management of collaboration tools such as SharePoint, Menti, Miro, Yammer, and Survey platforms.
- Enhance employee collaboration and engagement through the effective use of these tools.
- Monitor and measure the impact of collaboration services on organizational productivity.
- The role involves leading collaboration services, application development, whiteboard collaboration, digital signing, conducting polling and surveys, managing email archiving, video streaming, and task and project management.

Automation Services:

- Drive the adoption of automation technologies including process mining, process design, process orchestration, robotic process automation (RPA), and cognitive hyper-automation.
- Lead initiatives to identify and automate repetitive and high-impact business processes.
- Ensure seamless integration of automation solutions with existing IT systems.
- Responsibility includes oversight of automation processes, managing the Robotic Process Automation platform and digital adoption platform, and steering the Process Mining/Intelligence Platform.

ServiceNow Enablement:

- Manage the deployment and utilization of ServiceNow for IT process enablement and automation.
- Optimize IT service management (ITSM) processes using ServiceNow capabilities.
- Oversee the development of workflows, dashboards, and reports in ServiceNow.
- The scope includes managing all facets of ServiceNow. employee engagement - ONS, IT VA, FF, and CFS, IT service management - ITSM, SecOps,P&O HRSD, and Technology management - ITOM (Discovery) and GRC.

Minimum Requirements

- Overall experience of 20+ years.
- Minimum of 10 years of experience in IT, with at least 5 years in a leadership role focused on content management, collaboration services, and automation technologies.
- Proven track record of managing complex IT projects and driving digital transformation.
- In-depth knowledge of content management systems (CMS), document management systems (DMS), and collaboration tools.
- Strong expertise in automation technologies such as RPA, process mining, and cognitive automation.
- Experience with ServiceNow for IT process enablement and automation.
- Excellent leadership, communication, and interpersonal skills.
- Strategic thinker with a passion for innovation and operational excellence.
- Ability to collaborate effectively with cross-functional teams and stakeholders.

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Division

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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