

IT Strategic Business Partner US&I (Salesforce)

Job ID
REQ-10022538
Oct 01, 2024
Spain

About the Role

Major accountabilities:

- Drive forward thinking and innovation within business w.r.to tech driven business capabilities and processes, leading conversation with consulting mindset together with other IT TT functions.
- Accountable for Program, project & product delivery to the business.
- Partner with Business to drive Business transformation, programs enabled by technology, co-own transformation outcomes. Measure and drive business value of transformation initiatives underpinned by Programs, Projects, Products. Improve the 'ease of engagement' with IT TT for the business. Support the business to understand their choices to manage technology costs.
- Key business partner for business continuity. Serves as point of escalation, review and approval for key issues and decisions.
- Contribute to the definition of the operational objectives and medium-term planning according to the long-term plans established by the IT TT strategy.
- Articulate the local market business strategy and customer experience.
- Understands and contributes to the Product vision and road-map with the Product Line Lead and Business Product Owner.
- Identify and prioritize features to be delivered through the Product Backlog. Ensure that the Development Team understands items in the Product Backlog to the level needed. Collaborate with the Scrum Master on a regular basis.

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.

Minimum Requirements:

Work Experience:

- Leveraging digital technology / big data.
- Experience with customer engagement platforms like Salesforce; Contact center experience including any telephony platforms like Genesys and System integration
- Influencing without authority.
- Relationship Management.
- Working experience within the pharmaceutical industry desirable.
- Interactions with senior management.

- Multi-national global experience.
- Track record delivering global solutions at scale.
- Collaborating across boundaries.
- Vendor management.

Languages :

- English fluent

Why 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>

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>

Role Requirements

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<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>

Division

Operations

Business Unit

CTS

Location

Spain

Site

Barcelona Gran Vía

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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