

CRM Solution Architect

Job ID
REQ-10052835

5月 30, 2025

Ireland

摘要

Location: Dublin, Ireland (hybrid, 12 days/month in office) #LI-Hybrid

The Architecture, Platforms & Data organization is looking for a CRM Solution Architect to join the team!

The CRM Solution Architect will work with the Data Team on both US and international side for the MDM implementation/harmonisation of the integration. This position will work with the CRM/Marketing product owner to ensure scalable and design, and will also collaborate with the stakeholders in Novartis Operations for their CRM solutions and play a strategic role in CRM of the Future solution designing and rollout.

As CRM Solution Architect, you will be responsible for shaping our current and future CRM solutions, used by more than 50k users globally. Your extensive knowledge of how CRM solutions are deployed in the pharmaceutical industry and your ability to find the right balance between the use of out-of-the box / global standardization VS custom development / country-specific configurations will be key in that position.

About the Role

Your responsibilities:

- 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

Essential Requirements:

- 8+ years of experience designing and implementing Veeva/Salesforce-based solutions, in a multi-country / multi-org environment.
- Experience in pharmaceutical industry preferred.
- 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
- Strong understanding of other related technologies (SQL, SOQL, REST, SOAP, HTML5, JavaScript, etc.)
- Experience with Product Development Lifecycle and DevOps tools like Azure DevOps, GIT, Jenkins, JIRA, etc.
- experience in Agile methodology
- Excellent communication skills, fluent English both written and spoken; good problem-solving skills, ability to work independently and to proactively identify challenges, and be accountable

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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>

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Accessibility and accommodation:

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部门

Operations

Business Unit

CTS

地点

Ireland

站点

Dublin (NOCC)

Company / Legal Entity
IE02 (FCRS = IE002) Novartis Ireland Ltd

Functional Area
Technology Transformation

Job Type
Full time

Employment Type
Regular

Shift Work
No

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