

## Assoc. Dir. IES CIS Governance - Service Delivery

Job ID  
REQ-10054686

7月 02, 2025

India

### 摘要

The Assoc. Dir. IES CIS Governance - Service Delivery will be responsible for assuring delivery excellence and governance for enterprise-wide strategic programs delivered by Cloud and IT infrastructure organization by efficiently managing stakeholders' engagements and program communications. This role would also drive developing and implementing comprehensive organization's operational policies based on long term strategic priorities. This role requires a minimum of 15 years of total work experience in the IT industry and at least 10 years of experience working on Operational policy development & governance, stakeholder management and program governance.

### About the Role

#### Key Responsibilities:

- Business stakeholder management and engagement: The successful candidate will be

responsible for managing stakeholders for strategic programs within the Cloud & Infrastructure Services team at Novartis. This includes engaging with key business stakeholders to understand their needs and ensure alignment with the business priorities. The role involves coordinating with various departments to facilitate seamless integration of cloud and infrastructure solutions, driving initiatives that enhance operational efficiency and innovation. The candidate will also be expected to communicate effectively with stakeholders, providing regular updates on program progress and addressing any concerns or challenges that may arise. Building strong relationships and fostering collaboration will be crucial to achieving successful outcomes and advancing the strategic goals of the organization.

- **Cross-Functional Team Collaboration and Program Governance:** The candidate will be responsible for collaborating with various cross-functional teams to plan, manage, and track dependencies for strategic programs within the Cloud & Infrastructure Services team at Novartis. This role involves proactive risk identification and mitigation, ensuring that potential issues are addressed before they impact project timelines or outcomes. The candidate will also be tasked with scheduling interdependent activities and harmonizing efforts across teams to achieve common deliverables. Effective coordination and communication will be essential to align team efforts and drive successful program execution, ultimately contributing to the strategic goals of the organization.
- **Develop and Implement governance framework for IT Infrastructure Strategies and Policies:** Create and execute an objective and measurable governance framework for IT infrastructure strategies and policies that align with the company's business goals and objectives. Ensure technology and service strategies are translated to on-the-ground action through persistent governance of various technology and services roadmaps.
- **Prepare CIS Operational Policy Documents:** Develop CIS policy documents aligned with strategic roadmaps and objectives.
- **Collaborate with DDIT stakeholders on policy framework:** Work closely with Information Security and Compliance (ISC), Architecture, Platform and Data (APD) and other DDIT teams to ensure that cloud and IT infrastructure policies are aligned with organizational priorities and delivery value to the business demands.
- **Monitor and Evaluate Performance:** Continuously monitor and evaluate the performance of cloud and IT infrastructure policies and governance framework and make recommendations for improvements.
- **Generate and Analyze Reports:** Create comprehensive reports to track performance, monitor compliance of cloud and IT infrastructure policies, and support decision-making processes.

#### Mandatory Skills:

- Minimum 15 years of total work experience in the IT industry.
- Minimum 10 years of experience working on IT infrastructure strategy and roadmap preparation and presentation.
- Strong understanding of enterprise architecture and security standards.
- Knowledge of ITSM processes and compliance monitoring.
- Ability to drive governance for architecture standards.
- Excellent communication and presentation skills.

#### Desired Skills:

- Experience with cloud infrastructure services (AWS, Azure, GCP).

- Knowledge of financial and operational requirements for IT infrastructure.
- Strong analytical and problem-solving skills.
- Ability to work collaboratively with various departments including business teams, architects, security and compliance teams.
- Experience in providing governance and support for business and technical applications.

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Operations

Business Unit  
CTS

地点  
India

站点  
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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