Customer Experience Manager - Technology & Scientific Computing

Job ID
REQ-10055719

6   26, 2025

India

Novartis is seeking a highly motivated and experienced Service Manager to join our Technology & Scientific Computing team within the Advanced Quantitative Analysis Department in Global Drug Development. The successful candidate will be responsible for managing both internal IT services and external service providers to ensure the seamless operation of our scientific computing environment. A key aspect of this role is close collaboration with the Product Owner to steer initiatives in a direction that prioritizes the voice of the user, while balancing the organization's objectives and the platform's evolving capabilities.
The role will collaborate with multiple project teams to drive onboarding, support, feedback, and performance tracking workstreams, all aimed at enhancing user satisfaction, driving adoption, and supporting the platform's long-term success.

About the Role

Key Responsibilities:

- **Customer satisfaction**: monitor and report the performance of different parts of the organizations and service providers towards the users and stakeholders' community.
- **Continuous Improvement**: Identify opportunities for improving the efficiency and effectiveness of the scientific computing environment, implementing best practices and innovative solutions to increase customers' satisfaction
- **Service Management**: Oversee the delivery of IT services related to scientific computing, ensuring they meet the needs of the Global Drug Development department.
- **Vendor Management**: Manage relationships with external service providers, ensuring they deliver high-quality services in line with contractual agreements.
- **Performance Monitoring**: Monitor and evaluate the performance of internal and external services, implementing improvements as necessary to maintain optimal service levels.
- **Collaboration**: Work closely with internal stakeholders, including scientists and IT professionals, to understand their needs and ensure the scientific computing environment supports their work effectively.
- **Digital Product Model**: Work within a digital product model, collaborating with the product team and various project teams to ensure alignment and successful delivery of services.
- **Service Transition**: Manage service transition processes to ensure smooth implementation of new or changed services, minimizing disruption and ensuring continuity. **Incident Management**: Lead the resolution of service-related incidents, minimizing downtime and ensuring timely communication with affected stakeholders.
- **Compliance**: Ensure all services comply with relevant regulatory requirements and company policies. **Onboarding, offboarding, training**: support the users in getting on and off the TSC products and platforms and collaborate with the Product Owners and change, communications and training teams to ensure knowledge content which they own is available and accessible

Minimum requirements

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Proven experience in service management, preferably within a scientific or pharmaceutical environment.
- Strong understanding of scientific computing and its application in drug development.
- Excellent vendor management skills, with experience managing external service providers.
- Strong problem-solving skills and the ability to lead incident resolution efforts.
- Excellent communication and interpersonal skills, with the ability to work effectively with diverse teams.
- Knowledge of regulatory requirements related to IT services in the pharmaceutical industry is a plus.

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.

Accessibility and accommodation
Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for

any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message

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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Development

Business Unit
Innovative Medicines

India

Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = INO10) Novartis Healthcare Private Limited

Alternative Location 1
London (The Westworks), United Kingdom

Functional Area
Procurement

Job Type
Full time

Employment Type
Regular

Shift Work
No

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