

Associate Director, DDIT Business Partner (Contact Center Technologies for Patient Experience and Advanced Therapies)

Job ID
REQ-10058476

8月 01, 2025

India

摘要

Job Title: Associate Director, DDIT Business Partner (Contact Center Technologies for Patient Experience and Advanced Therapies)

#LI-Hybrid

Location: Hyderabad, India

Relocation Support: Yes

Step into a high-impact leadership role where your expertise in contact center technologies will directly shape the patient experience and support advanced therapies at Novartis. As the Associate Director, DDIT Business Partner, you ' ll drive innovation, lead strategic transformation initiatives, and serve as a trusted advisor to senior stakeholders. This is your opportunity to influence global technology strategy, co-create solutions that matter, and deliver measurable value in a purpose-driven environment

About the Role

Key Responsibilities

- Lead strategic technology initiatives to enhance patient experience and advanced therapies contact centers
- Act as the primary DDIT liaison, ensuring seamless collaboration and service delivery
- Drive innovation and transformation through tech-enabled business capabilities and consulting mindset
- Manage product lifecycle and roadmap in partnership with business product owners
- Prioritize and deliver features that maximize business value through agile methodologies
- Ensure business continuity and serve as escalation point for critical decisions
- Translate business strategy into actionable technology objectives and outcomes
- Guide cost-effective technology choices and improve ease of engagement with DDIT
- Collaborate with Scrum Masters and development teams to align on product backlog
- Measure and communicate business value of programs, projects, and products

Essential Requirements

- Bachelor ' s degree in computer science, IT, or a related technical discipline
- Minimum 5 years of experience with omni-channel contact center technologies (e.g., Genesys, Five9, email, SMS etc.)
- Proven expertise in telephony, ACD, IVR, workforce management, and agent performance tools
- Strong background in project and change management within global environments
- Experience integrating telephony with platforms like Salesforce.com
- Ability to influence without authority and collaborate across diverse teams
- Proficiency in stakeholder management and strategic planning
- Excellent communication skills and fluency in English

Desirable Requirements

- Strong business acumen with experience in financial modeling and strategic planning
- Proven ability to consult on IT solutions with a focus on stakeholder management and talent development

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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<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>

部门

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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5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Hyderabad-Office/Associate-Director--DDIT-Business-Partner--Contact-Center-Technologies-for-Patient-Experience-and-Advanced-Therapies-REQ-10058476>