NOVARTIS

Technology Product Director

Job ID
REQ-10060008

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India

The Technology Platform Director / Technology Product Director is accountable for the Life Cycle Management of one or more GCO business technology products (systems, solutions etc.), from defining the strategic roadmap to development & configuration to release and business-as-usual performance. At the core of success for this role, is the alignment of the technology product attributes and functionality to the business domain requirements and users it serves. They are driven by an unwillingness to accept the status quo, the vision to anticipate future business user needs, and a relentless desire to simplify the technology landscape and improve experiences.

The Technology Platform Director / Technology Product Director works closely with relevant IT stakeholders to continuously improve functionality and performance of the technology product. This also includes keeping the technology product in a compliant and validated state according to GxP and Novartis CSV and Quality standards.

About the Role

Major accountabilities:

- Accountable for the overall vision of the product(s) in line with business needs and organization platform strategy, and for product roadmap in coherence with that strategy and user priorities
- Final decision-maker and make "tie-breaker" decisions if business domains are unable to reach alignment
- Life Cycle Management of one or more business technology products, and fit-for-purpose technology capabilities for a given business domain (e.g. 'SSO') and user groups, co-authored with business/functional leadership counterparts
- Accountable for preparation and management of technology product budget in accordance with Novartis Financial processes, including new scope/budget requests, business cases and change requests
- Technology roadmap and corresponding execution per commitments/expectations (time, cost, scope)
- Oversight of the business-as-usual performance of the product architecture (e.g. interfaces/symmetry between technologies, data, process, responsibilities) and delivery excellence
- Oversight of technical performance of the product and definition of continuous improvement plans in collaboration with relevant IT teams, ensuring technology product is in compliance with GxP and Novartis CSV and Quality standards, where relevant
- Hosting Voice of Business forum and SteerCo for technology product
- Drive simplification of the system landscape through coordination of products in/out immediate area of responsibilities and actively decommissioning unfit products and combining functionalities into other platforms
- System retirement and migration strategy / delivery, as required
- Partner closely with GCO Line Functions to implement business process changes to optimize product usage by teams.
- Monitor external landscape for technology, best-in-class practices, and capability trends to inform strategic vision. And engage to identify competitive insights & opportunities that could enable a step-change to drive our clinical trials, in alignment with the GCO strategy
- Accountable for audit & inspection readiness for technology products within Domain

Key performance indicators:

- Partner with interdisciplinary team of functional SMEs and end-consumers to assess opportunities for simplification of technology landscape as well as new external opportunities
- Support Head Non-Drug Project Delivery and Head Technology Integration and Standards to develop and implement an overall program management strategy and roadmap across all domains for GCO non-drug portfolio; evaluate the vision, strategic imperatives, business drivers, and changing landscape and in designing solutions to deliver on GCO strategic objectives
- Drive user-centricity in our approach to developing solutions by embracing design thinking methodologies and collaborating with User Experience experts
- Partner with the other Product Owners, Dev IT, Product Delivery team and platform vendors to create a feature backlog for the next generation clinical data platform
- Through Voice of Business and surveys leverage customer insights and a deep understanding of the platforms to forecast, plan, and manage the customer needs for future enhancement/issue resolution
- Monitors performance of Technology Products in scope and pro-actively identifies systemic

risks & issues and appropriate corrective and preventive actions

- Keep track on successful and timely closure of CAPAs relating to Technology Products arising from inspections and audits

Minimum Requirements:

- Strategic Thinking and Operational Leadership: execution oriented and ability to excel in a complex environment is a must
- Stakeholder Value Management: Ability to interact with stakeholders at all levels of the organization
- Depth & breadth of knowledge of respective business areas serviced by the tech product
- Diplomacy and influencing skills
- Ability to confidently make 'greater good' decisions for platform integrity
- Collaborative, positive mindset

Work Experience:

- Minimum 10 years relevant clinical data /programming experience, e.g., technology or health care sector; experience in clinical trial operations is desirable
- Strong understanding of drug development – early development, clinical trials, safety, data management, etc.
- Strategic thinker with proven track record in translating business strategies into clearly defined implementation roadmaps
- Demonstrated success in defining and executing high-impact technology and innovation road maps
- Proven track record in leading large x-functional initiatives with focus on business benefit realization and fast business adoption
- Ability to influence without authority and successfully manage senior level stakeholders
- Excellent oral/written communication skills - allowing effective interactions with all levels of the organization; able to present information confidently and effectively to leadership, peers and team
- Prior exposure to or demonstrated use of design thinking methodologies is desirable
- Strong leadership skills are essential; proven success as leader of multidisciplinary teams
- Demonstrates the courage to assume personal accountability in challenging situations
- Excellent negotiation and conflict resolution skills
- Strong interpersonal skills
- Well organized and results-focused - ability to meet difficult timelines in a dynamic environment
- Demonstrated unwillingness to accept the status quo
- Experience partnering with external vendors and stakeholders to reach a shared vision
- Significant experience, and proven ability to effectively engage & manage associates from widely varying backgrounds & functions within a dispersed and highly matrixed organization
- Excellent interpersonal skills and proven ability to operate effectively in a global environment. Ability to influence and communicate across functions and to external stakeholders. Excellent organizational planning and project management skills in order to maximize resource efficiency
- Strong leadership and people management skills in global setting and proven ability to develop high performing teams and diverse profiles through coaching

- Strong reputation and credibility
- Integrated thinker across development functions with ability to scope and challenge their plans and deliverables
- Strong matrix management skills for bridging stakeholders (business, scientific, technical)
- Ability to articulate complex situation into simple and effective frameworks

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

Development

Business Unit
Innovative Medicines

India

Hyderabad (Office)

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

Functional Area

Research & Development

Job Type
Full time

Employment Type
Regular

Shift Work
No

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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.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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