

## Sr. Mgr. DDIT Development Medical Operations

Job ID  
REQ-10060620

9月 07, 2025

China

### 摘要

We are seeking an experienced and proactive Business Relationship Manager to serve as the single point of contact for IT initiatives supporting the Novartis Development team in China. In this role, you will be responsible for managing new demands, addressing escalations, providing strategic technical consultations, and ensuring smooth collaboration with global teams during health authority inspections and audits. You will act as a trusted liaison between business stakeholders and IT teams, driving alignment between technical solutions and organizational goals. The ideal candidate will possess strong relationship management skills, technical expertise, and a solid understanding of regulatory requirements.

### About the Role

#### Key Responsibilities:

- Coordinate and support regional internal audit and external inspections, ensuring compliance

and delivering against KPIs.

- Partner with Country Development IT Heads regarding demand planning and technology strategy within a region
- Represent the business for issue and request escalation from country and region to Development IT leadership and other service functions.
- Potential to spend up to 50% of their time to:
  - Execute solution implementation according to technology and delivery strategy for business systems, platforms, and processes for a particular service area.
  - Partner with DDIT Development strategic business partners for demand analysis, solution proposal/evaluation, and funding estimates.
  - Deliver products according to strategy and with reusability.
  - Ensure on time, within budget, compliant, secure, and quality delivery of portfolio for responsible service area.
- Deliver products / projects according to IT strategy and ensure solutions are efficient, cost effective, “fit for purpose” and can leveraged for other purposes or organizations.
- Track, report, and deliver against agreed success factors and KPIs for various stakeholders for responsible service area to include Inspection readiness and conclusion.

#### Essential Requirements:

- At least 10+ years of relevant experience in IT Service Management, Project Management, or related roles.
- Stakeholder Engagement experience - candidate will be required to:
  - manage relationships with key Development leaders in their region.
  - Work closely with key Development leaders to understand business needs, negotiate solutions, and collaborate on change management.
- Operational Excellence experience - candidate will serve as the single point of contact for all escalations. To excel in this role, they must be able to navigate the operational landscape and deliver positive outcomes.
- Digital & Technically consult - Novartis is digitally focused. The candidate will need to be technically savvy and have a pulse on industry wide standards.
- Mandarin as well as English language proficiency (reading, writing and communication) is necessary.
- Business Application Support experience including:
  - ITIL experience.
  - Service delivery and demand management experience.
  - Proficiency in using ITSM tools and platforms, such as ServiceNow etc.
- Regulatory Best Practices - Knowledge pharmaceutical good practices (GxP, GcP etc.). Other highly regulated industries will be considered.
- Project Methodologies (Agile, Waterfall methodologies)

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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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部门

Operations

Business Unit

CTS

地点

China

站点

Shanghai (Shanghai)

Company / Legal Entity

CN14 (FCRS = CN014) China Novartis Institutes for BioMedical Research Co., Ltd.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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