

Associate Director, IT Business Partner Customer Engagement

Job ID
REQ-10072120

2月 16, 2026

Spain

摘要

#LI-Hybrid

Location: Barcelona, Spain

Relocation Support: This role is based in Barcelona, Spain. Novartis is unable to offer relocation support: please only apply if accessible.

Step into a role where your strategic vision and digital expertise can shape the future of healthcare across Europe. As Associate Director, Business Partner Marketing and Customer Engagement, you ' ll be the vital link between regional business needs and global IT solutions—ensuring that innovative digital products truly serve patients and stakeholders. You ' ll drive adoption of cutting edge technologies, influence global roadmaps, and foster strong partnerships across borders. This is your opportunity to lead with purpose, collaborate with senior leaders, and make a measurable impact on patient services at scale.

About the Role

Major Accountabilities:

- Represent Europe in global product discussions, ensuring local needs are reflected and prioritized in the roadmap.
- Translate regional business needs into IT solutions aligned with the DDT product portfolio, acting as the strategic bridge to global product teams.
- Drive adoption and lifecycle success of patient services products across European markets in partnership with global leads and business owners.
- Shape technology strategy and solution discovery to enable business objectives, with a consulting mindset and focus on innovation.
- Accountable for program, project, and product delivery; partner with the business to co-own technology-enabled transformation outcomes.
- Measure, communicate, and increase the business value of transformation initiatives; improve ease of engagement with DDT and support cost-conscious technology choices.
- Serve as key business partner for continuity and governance: escalation point for critical issues and contributor to operational objectives and mid-term planning aligned to DDT strategy.
- Support product ownership activities: articulate local market strategy and customer experience, contribute to product vision and roadmap, prioritize the backlog, and ensure the team understands backlog items (working closely with the Scrum Master).

Experience:

- Proven experience in commercial IT within a multinational or regional pharmaceutical environment.
- Strong understanding of digital marketing platforms, including Salesforce Marketing Cloud and content management systems.
- Demonstrated ability to manage IT projects across international landscapes. Excellent communication and interpersonal skills, with experience engaging senior stakeholders.
- Strategic thinker with a track record of influencing without authority.
- Fluent in English, both written and spoken.
- Experience in patient services or customer engagement solutions.
- Ability to collaborate across boundaries and drive alignment between global and regional teams.

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>

Commitment to Diversity & Inclusion:

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

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Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

部门
Operations

Business Unit
Information Technology

地点
Spain

站点
Barcelona Gran Vía

Company / Legal Entity
ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Functional Area
Technology Transformation

Job Type
Full time

Employment Type
Regular

Shift Work
No

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