

IT Sr. Business Analyst Customer Engagement

Job ID
REQ-10072585

2月 27, 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 you are located in Spain.

Step into a role where your strategic mindset and digital expertise can help shape customer engagement across Europe. As an IT Business Analyst, Customer Engagement, you will be the key link between regional Marketing needs and global DDIT solutions—contributing to the improvement of local and simple business processes through data analysis, assessing the impact of global solutions before they land in country, and supporting end-to-end integration within local processes and the technology ecosystem. You will partner closely with stakeholders to drive adoption of digital solutions, influence improvements, and deliver measurable value at scale—especially across data products and platforms such as Salesforce Marketing Cloud.

About the Role

Major Accountabilities:

- Analyze data to identify opportunities to improve local, simple business processes within Marketing for the Europe region.
- Partner with business teams to define requirements and provide data-driven recommendations.
- Ensure consistency and full traceability across user requirements, specifications, and validation activities.
- Act as a trusted advisor to Marketing teams on solutions such as Salesforce Marketing Cloud.
- Support testing and validation activities, ensuring adherence to security and compliance standards.
- Maintain documentation aligned with internal IT systems, quality standards, and regulatory requirements.
- Promote reuse of existing solutions and services to increase operational efficiency.
- Provide additional specifications and support as needed during testing phases.

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.
- Strong ability to influence stakeholders without direct authority.
- Demonstrated success managing relationships across diverse teams and senior leadership.
- Experience working in global, multi-national environments.
- Background in the pharmaceutical industry with cross-functional collaboration.
- Excellent analytical thinking, communication, and requirements gathering skills.

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>

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 V í a

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmac é utica, S.A.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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