

Director- Productivity & M365 Platforms (Infrastructure Services)

Job ID
REQ-10073844

3月 23, 2026

Spain

摘要

#LI-Hybrid

Internal job title: Dir. DDIT IES Productivity & M365 Platforms

Location: Barcelona/ Spain; Prague, Czech Republic; Hyderabad/ India

This role is based in above stated location only. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

The Director - Productivity & M365 Platforms is accountable for defining and driving the enterprise-wide strategy, design, delivery, and optimization of the Microsoft 365 ecosystem—including core productivity tools, collaboration services, Microsoft licensing, Copilot for Microsoft 365, and associated governance.

This role represents the M365 platform at a global level, ensuring secure, reliable, innovative, and cost optimized operations while maximizing user productivity and value realization from the Microsoft portfolio.

The Director also manages the complex contractual, commercial, and strategic relationship with

Microsoft, ensuring the organization continuously benefits from platform advancements and licensing efficiencies.

About the Role

Key responsibilities:

- Own the global Microsoft 365 strategy, roadmap, and architectural direction—spanning Exchange, SharePoint, Teams, OneDrive, Power Platform, Viva, Copilot, and related services.
- Champion productivity transformation by identifying, piloting, and scaling emerging capabilities (e.g., AI, automation, next gen collaboration).
- Provide end-to-end accountability for service quality, performance, resilience, and support—covering L2-L4 operations via internal teams and strategic suppliers.
- Oversee service health, incident/problem/change management, service request governance, release cycles, and communication processes. Ensure adherence to enterprise security, compliance, audit, SOX, and risk management standards.
- Lead Microsoft licensing strategy (EAs, SCEs, add-ons, Copilot licensing, usage telemetry), ensuring cost optimization and entitlement accuracy. Act as the single point of accountability for all licensing audits, reporting, and renewals.
- Drive commercial planning, consumption forecasting, and financial stewardship for the entire Microsoft portfolio.
- Lead enterprise-wide rollout, adoption, and value measurement of Microsoft Copilot and AI capabilities. Drive AI governance, data readiness, safe-use frameworks, and business integration.
- Drive adoption initiatives—roadshows, blogs, enablement videos, learning experiences—to help employees unlock full M365 value.
- Build an effective change management and communication engine to support continuous platform enhancements.
- Lead a global team of platform architects, service owners, engineers, and operations specialists. Build strong partnerships with Digital Workplace, Network, Security, Compliance, TechOps, and business stakeholders.

Essential Requirements:

- Hands-on experience around managing large scale M365 Platforms and Products. Track record of leading cross-functional transformation and driving enterprise-wide product adoption.
- 12+ years of relevant technology leadership experience, with at least 6+ years in enterprise-level management roles overseeing large-scale M365 platforms or digital workplace ecosystems.
- Proven experience leading end-to-end Microsoft 365 services—Exchange, SharePoint, Teams, OneDrive, Identity, Security & Compliance, Power Platform, and AI/Copilot integrations. Familiarity with L2-L4 support structures and ITSM processes for M365 services.
- Demonstrated success in managing Microsoft licensing, enterprise agreements, consumption modeling, and optimization initiatives.

- Strong experience with global operations, multisite service delivery, and vendor/supplier management (including Microsoft). Experience operating in highly regulated environments with strong emphasis on compliance, audit, and data governance.

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.

Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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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.

Alternative Location 1
Hyderabad (Office), India

Alternative Location 2
Prague, Czech Republic

Functional Area
Technology Transformation

Job Type
Full time

Employment Type
Regular

Shift Work
No

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