

Associate Director Solution Delivery (Veeva)

Job ID
REQ-10075310

4月 20, 2026

India

摘要

Internal Job Title: Assoc. Dir. DDIT DEV GCO Sol. Del.

#LI-Hybrid

Location: Hyderabad, India

Relocation Support: Yes

The Assoc. Dir. DDIT DEV GCO Sol. Del is accountable for the end-to-end delivery, operational excellence, and continual enhancement of technology products and services within the Veeva Clinical Vault ecosystem. This role provides leadership across product operations, service management, demand intake, capability enablement, and vendor performance, ensuring technology solutions consistently deliver business value while meeting compliance, reliability, and efficiency expectations.

About the Role

Key Responsibilities

- Lead end-to-end service delivery for Veeva Clinical Vault products, ensuring stability, performance, and business continuity
- Drive operational excellence across product operations, service management, and delivery governance
- Partner with Product Owners and stakeholders to align delivery priorities with business outcomes
- Own service quality, customer satisfaction, and operational performance across supported platforms
- Manage demand intake, prioritization, and evaluation for operational improvements and enhancements
- Ensure platforms remain compliant, fit-for-purpose, and aligned with regulatory and business requirements
- Embed DevOps practices to enable proactive monitoring, incident prevention, and operational resilience
- Establish and lead operational governance, service reviews, problem management, and change control forums
- Oversee vendor performance across configuration, integration, validation, and ongoing support activities
- Track KPIs, SLAs, and incident trends to drive continuous improvement and operational readiness

Essential Requirements

- Minimum 10 years of experience in information technology service delivery, product operations, or platform management
 - Proven expertise with Veeva Vault Clinical Suite or comparable regulated cloud-based platforms
 - Strong experience leading global, cross-functional teams within multi-vendor delivery environments
 - In-depth knowledge of information technology service management frameworks and operational governance practices
 - Solid understanding of good practice requirements, validation, data integrity, and audit readiness
 - Demonstrated ability to balance operational stability with innovation and continuous improvement
 - Strong analytical skills with the ability to interpret service performance metrics and operational insights
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- Excellent stakeholder management and leadership capabilities across business and technology partners

Desirable Requirements

- Experience supporting digital transformation or modernization initiatives within regulated clinical or life sciences platforms
- Exposure to automation, analytics, or emerging technologies to enhance service delivery efficiency and operational insights

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

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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
India

站点
Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Technology Transformation

Job Type
Full time

Employment Type
Regular

Shift Work
No

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