

## Sr. Specialist, DDIT OPS RLT Site ITOT

Job ID  
REQ-10075430

4月 07, 2026

China

### 摘要

- The Strategic Business Partner for [business process/site/sub-function] drives and ensures that DDIT global and local (where applicable) demand is captured from business and collaborates with other DDIT functions to ensure quality services are delivered to stakeholders as per agreed service descriptions.
- This role ensures that specific business requirements are incorporated into the overall strategy and implements objectives with technology strategy development, solution discovery, service, risk and relationship management.

### About the Role

Major Accountabilities:

- Drive forward thinking and innovation within business w.r.to tech driven business capabilities

and processes, leading conversation with consulting mindset together with other DDIT functions

- Accountable for Program, project and product delivery to the business
- Partner with Business to drive Business transformation Programs enabled by technology, co-own transformation outcomes
- Measure and drive business value of transformation initiatives underpinned by Programs, Projects, Products
- Improve the 'ease of engagement' with DDIT for the business
- Support the business to understand their choices to manage technology costs
- Key business partner for business continuity
- Serves as point of escalation, review and approval for key issues and decisions
- Contribute to the definition of the operational objectives and medium-term planning according to the long-term plans established by the DDIT strategy
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt
- Distribution of marketing samples (where applicable)
- Ensure a healthy and safe workplace by complying with Novartis HSE and ISEC standards, implementing measures, providing training and resources, supporting employee well-being, investigating incidents, and collaborating with HSE teams to maintain a safe environment while adhering to quality, ethical, health, safety, and environmental requirements

Key Performance Indicators:

- Successful delivery and operations of standardized DDIT solutions for the Novartis [business process/site/sub-function] that are well aligned to the business strategy and global DDIT Strategy
- KPIs that are relevant for customer satisfaction are clearly defined, constantly measured, and met
- Meeting yearly budget target for DDIT projects and operations

Experience:

- Relationship Management
- Leveraging digital technology / big data
- Multi-national global experience
- Influencing without authority
- Collaborating across boundaries

Skills:

- Business Acumen
- Customer Requirements
- Business Requirements
- Technical Analysis
- Financial Modeling
- Information Technology Consulting
- strategic Planning

- stakeholder management
- Project Management
- Digital Capabilities
- Effective use of technology
- Business Value Creation
- Change Management

Language:

- English

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>

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

China

站点

Haiyan (Zhejiang Province)

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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