

Director SAP ERP Platform Services

Job ID
REQ-10076202

4月 24, 2026

India

摘要

Location: Hyderabad, India #LI-Hybrid 12 days/month in office

Internal job title: Dir. DDIT ERP Operations, FM&A Integrated Solutions

About the Role:

The Finance, Mergers & Acquisitions (FM&A) Integrated Solutions team is looking for a Director SAP ERP Platform Services to contribute to Novartis Global SAP ERP Landscape and govern day to day Operations in the MAQ / Operations Domain. They will work closely with the Strategic Business Partners to understand pain points and remediate them, identify areas of improvement, manage contracts, achieve high level of service, cost efficiency, quality and compliance working together with the Strategic vendor.

About the Role

Key Responsibilities:

- Govern ITIL based service operations, including incident, problem, change, and release management.
- Ensure service transition, operational quality, compliance, and audit readiness across ERP platforms.
- Lead the delivery of standardized services using consistent processes and tools to meet SLA targets.
- Manage vendor relationships, ensuring accurate SLA reporting and driving performance improvements.
- Drive automation and operational efficiencies across ERP services
- Ensure alignment with internal governance, ISRM policies, and regulatory compliance standards.
- Support business continuity by ensuring rapid recovery and minimal disruption during critical incidents.
- Partner with senior business stakeholders and DDIT Strategic Business Partners to understand pain points and service improvements, and establish governance with right stakeholder representation.

- Proactively engage with Technology and Platform partner to jointly strive for innovation and engage in Design Partnerships.
- Follow industry trends and emerging practices to drive agility speed efficiency and effectiveness.
- Ensure the overall user experience is taken into account when designing deploying new solutions and services.
- Ensure adherence to Security and Compliance policies and procedures as well as with other Novartis guidelines and standards.

Essential Requirements:

- 15+ years of experience with hands on working experience in one or more SAP Functional modules (Manufacturing, Quality Management, Extended Warehouse Management or any other Core Supply chain modules) and experience of SAP S/4 HANA
- Experience of working in SAP Operations, preferably as Service operations Lead / Team lead
- People management and leadership skills with experience of leading teams in a global matrix environment
- Good Understanding of ITSM Processes and project management skills (Agile)
- Experience of working with External Vendors & managing them
- Excellent communication skills, strong presentation skills, fluency in English verbal & written
- Strong Stakeholder management skills, good collaboration skills, self-motivated with ability to work independently.
- Knowledge or experience of SAP S/4 HANA

Desirable requirements:

- Experience of working in Pharma industry
- Knowledge of ABAP, Interfaces, Security

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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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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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