

Director Service Integration & Management (SIAM)

Job ID
REQ-10080197

十月 08, 2026

India

摘要

The Director Service Integration & Management (SIAM) acts as the primary bridge between DD&IT Integrated Service Management and Business-Facing / Enterprise IT Functions. The role ensures that applications, services, and data managed within Business-Facing IT consistently operate within enterprise ITSM standards, ITIL practices, and governance frameworks defined by IT Global Process Owners.

This position provides a single, consolidated view of service performance and improvement for assigned business portfolios, driving transparency, accountability, and informed decision-making. The role works closely with the Heads of Integrated Solutions (or equivalent) in Business-Facing / Enterprise IT functions to improve application performance, availability, and service experience.

You will provide a single, enterprise-level view of service performance, risks, and opportunities, while driving accountability across organisational boundaries and multiple providers without direct authority.

The role operates as the service integrator across Business-Facing / Enterprise IT and Integrated Service Management, ensuring alignment, coordination, and consistent service outcomes

About the Role

Location - Hyderabad #LI Hybrid

Key Responsibilities

Enterprise Service Integration & Accountability -

- Establish true end-to-end service ownership across Business IT, Enterprise IT, and external providers. Eliminate siloed operations by driving service value chain alignment
- Ensure consistent service outcomes across the full stack (applications, infrastructure, data, and suppliers)

Service Performance, Experience & Transparency-

- Provide a single, consolidated view of service performance across business portfolios
- Move beyond SLA reporting to drive experience-led service improvement (XLA mindset). Communicate clear, business-relevant insights that drive decision-making at senior levels

Stakeholder Partnership & Influence

- Act as a trusted advisor to senior Business IT leaders. Build credibility through delivery, transparency, and outcome driven insights
- Lead structured service governance forums that drive decisions, not just reporting

Cross-Domain Risk & Dependency Management

- Identify and proactively manage cross-functional risks and systemic service issues
- Drive coordinated resolution across teams and providers, ensuring minimal business impact. Provide early visibility of risks impacting service continuity and performance

Continual Service Improvement (CSI)

- Lead data-driven service improvement initiatives with measurable outcomes. Drive improvements in service quality, efficiency, and user experience
- Leverage automation, analytics, and AI-driven insights to improve service maturity.

Service Lifecycle & Portfolio Governance

- Ensure clear lifecycle ownership of applications and services (build, run, retire). Drive visibility and remediation of technical debt and service risks
- Align service improvements with enterprise portfolio priorities and business outcomes

Governance That Delivers Outcomes

- Drive adoption of ITSM processes (Incident, Problem, Change, etc.) with a focus on outcomes, not compliance alone
- Translate governance frameworks into practical, scalable execution across federated teams. Balance control with agility, applying risk-based governance where appropriate.

Essential Requirements:

- Strong leadership experience in IT Service Management within global enterprise environments
- Deep expertise in SIAM, IT Operations, service integration, and multi-vendor ecosystems
- Proven ability to embed ITSM governance within business-aligned IT functions
- Experience engaging senior business & IT stakeholders in matrix organizations
- Track record of driving service improvement, operational excellence, and compliance
- Ability to influence without authority and drive end-to-end accountability across teams
- Translate governance into measurable business outcomes in complex, ambiguous environments
- Demonstrated leadership in driving consistency, trust, continuous improvement, and innovation across global team

Desirable Requirements:

- Advanced degree or equivalent professional experience
- Experience using automation, analytics, or artificial intelligence to improve service maturity.

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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

Information Technology

Job Type

Full time

Employment Type

Regular

Shift Work

No

```

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6ac9ed2e28e35734157197", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default:
bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }

```

```

// Ensure the global player registry array always exists, regardless of embed type.
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =
thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to
capture the player directly. thumbEmbedPromise .then(function(player) {
window.kalturaPlayerVideos.push(player); // Notify kalturadatalayer.js that a new player is ready so
it can // attach custom event listeners immediately, regardless of when // the user clicked the
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {
console.error(e.message) }

```

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