

# Technology Product Associate Director

Job ID  
REQ-10073690  
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Индия

## Сводка

The Technology Product Associate Director is accountable for supporting the Life Cycle Management of one or more GCO business technology products. This includes implementing the technology product roadmap in line with the end-2-end technology capability strategy of the business domain it belongs to, and maintenance and support activities for users. They are able to operate with significant autonomy and deputize fluently for the respective Product Owner.

A Technology Product Associate Director ensures strong alignment with end users through the Voice of Business forum, and works closely with relevant IT stakeholders to continuously improve functionality and performance of the technology product. This also includes keeping the technology product in a compliant and validated state according to GxP and Novartis CSV and Quality standards.

## About the Role

### Major accountabilities:

- Accountable for Life Cycle Management of one or more business technology products
- Definition and execution of technology product road map in line with the the end-2-end technology capability strategy of the business domain
- Preparing and managing technology product budget in accordance with Novartis Finance processes
- Oversight of performance of technology product and defines continuous improvement plans in collaboration with relevant IT teams
- Ensuring technology product is in compliance with GxP and Novartis CSV and Quality standards
- Hosting Voice of Business forum and SteerCo for technology product
- Accountable for audit & inspection readiness for technology products within Domain

### Activities & Interfaces:

- Participates in interdisciplinary team of functional SMEs and end-consumers to independently assess opportunities for simplification of technology landscape as well as new external opportunities
- Drive user-centricity in our approach to developing solutions by embracing design thinking methodologies and collaborating with User Experience experts
- Through Voice of Business and surveys leverage customer insights and a deep understanding of the technology product to forecast, plan, and manage the customer needs for future enhancement/issue resolution
- Monitors performance of Technology Product and pro-actively identifies systemic risks & issues and appropriate corrective and preventive actions
- Keep track on successful and timely closure of CAPAs relating to Technology Product arising from inspections and audits
- Represents product/system in audits and inspections
- Ensures business representation in technology implementation projects (requirements, testing, support and operational set-up post project phase) Reviews and approves CSV documentation as per SOP

### Key performance indicators:

- Return-on-Investment (ROI) of technology product(s), including in terms of improvement to R&D cycle time (speed), R&D unit costs (productivity) and quality driven by the product(s)
- Product & Platform Performance vs. Product attributes (i.e. Timely, Efficient, Compliant), including the value and reach (scale) of solution, and minimal data quality issues
- Trend for Problems & Issues and turn around times, trends for Critical Data Quality Issues, CAPAs from Audits and Inspections
- User Satisfaction: Net Promoter Score, CSAT, consistently exceeding user expectations

### Minimum Requirements:

#### Education :

- Bachelor's Degree in life sciences required; advanced degree in scientific or business preferred (or relevant business experience)

#### Experience :

1. Minimum 5 years relevant clinical trial operations experience, from technology or health care sector
2. Broad understanding of drug development – early development, clinical trials, safety, data management, etc.
3. Strategic thinker with proven track record in translating business needs into clearly defined technology product implementation roadmaps
4. Demonstrated success in defining and executing high impact technology and innovation road maps
5. Proven track record in performing key role of x-functional initiatives with focus on business benefit realization and fast business adoption
6. Ability to influence without authority and successfully manage senior level stakeholders
7. Excellent oral/written communication skills - allowing effective interactions with all levels of the organization; able to present information confidently and effectively to leadership, peers and team
8. Prior exposure to or demonstrated use of design thinking methodologies is desirable
9. Strong collaboration skills are essential, including ability to work in multidisciplinary teams
10. Excellent negotiation and conflict resolution skills
11. Strong interpersonal skills
12. Well organized and results-focused - ability to meet difficult timelines in a dynamic environment. Well organized and results-focused - ability to meet difficult timelines in a dynamic environment
13. Demonstrated unwillingness to accept the status quo

**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?

**Benefits and Rewards:** Learn about all the ways we'll help you thrive personally and professionally.

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Дивизион

Development

Business Unit

Development

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

Novartis is 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 individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversityandincl.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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