

Director SAP ERP Platform Services

Job ID

REQ-10076202

апр 24, 2026

Индия

Сводка

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

Why Novartis?

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here:

<https://www.novartis.com/about/strategy/people-and-culture>

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

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

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 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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 \(PDF 30 MB\)](#)

Дивизион

Operations

Business Unit

Information Technology

Место

Индия

Сайт

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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