

Director Service Integration & Management (SIAM)

Job ID
REQ-10080197
Окт. 08, 2026
Индия

Сводка

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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Commitment to Diversity and Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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

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

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<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

Информационные технологии

Job Type

Full time

Employment Type

Regular

Shift Work

No

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.

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