

## Head, Shared Services (Data Digital & IT)

Job ID  
REQ-10035902

1月 15, 2025

India

### 摘要

A senior operations leader responsible for holistic IT Service Management, Service Operations as well as Operational Quality Management oversight along with continual service improvement and operational governance across a function.

### About the Role

Major accountabilities:

- **Data Strategy and Governance:** To develop and implement a comprehensive enterprise data strategy and guide the business data strategy. This involves establishing long term roadmaps, policies, procedures, and standards for data management, ensuring data quality, privacy, and security, and aligning data initiatives with business objectives.
- **Ensure trust, transparency, and traceability of the data:** Work with businesses in implementing data quality initiatives to ensure trusted data driving decisions, drive data architecture

practices such as cataloguing, glossary, lineage to ensure traceability and transparency of data.

- Responsible for adoption and implementation of good data practices in the areas of data governance, quality, master data management (incl. reference), data architecture across all types of data in the enterprise through effective controls and governance.
- Partners with businesses, Enterprise Data Owners (EDOs), IT teams and strategic partners to transform the vision, build and execute a roadmap for enterprise data management for long term success.
- Drives alignment with the senior leadership across the enterprise to ensure the right sponsorship for the roadmaps. Partners with other senior peers and stakeholders within the business to guide the EDOs' objectives, ensure sponsorship, funding and results towards the strategic objectives of businesses and EDM.
- Drives executive data governance and cross domain data governance committees and ensures that across various levels of organization are a connected set of decision bodies and ensures decision flow is clear and collectively exhaustive.
- Stakeholder Engagement and Collaboration: Acts as liaison between different business units, IT departments, and executive leadership. Collaborates with key stakeholders to understand their data needs, prioritize initiatives, and ensure alignment with organizational goals. Foster cross-functional collaboration and communication and facilitate the integration of data-driven insights into various business processes and decision-making frameworks.
- Responsible for ensuring transparency of progress of data management across the enterprise towards improved data maturity and quality, business value through data, interoperability and traceability across the enterprise.
- Regulatory Compliance and Risk Management: Critical role in ensuring compliance with relevant laws and regulations across the globe. Establish data governance frameworks, implement controls for data protection, and monitor data usage to mitigate risks associated with data breaches, cyber threats, and regulatory non-compliance.
- Innovation and Digital Transformation: Drive innovation by harnessing the power of data and emerging technologies (such as AI, machine learning, GenAI, etc.). Spearhead transformation initiatives that leverage data analytics to create new business models, enhance products or services, and improve customer engagement by staying abreast of industry trends and technological advancements, help organizations stay competitive in the digital age.
- Data-driven Decision Making: Promote a data-driven culture within the organization by democratizing data access and promoting data literacy among employees, empower teams to make informed decisions based on data insights.
- Revenue Generation and Cost Optimization: Leverage data assets to identify market trends, customer preferences, and operational inefficiencies, enabling the organization to optimize processes, develop new products or services, and target customers more effectively.
- Responsible for ensuring technology strategy is aligned with EDM and drives the EDM agenda for the organization; ensure readiness of data processes to adhere to the evolving data architecture.
- Drives the next generation capabilities in data management including unstructured data management, enabling data strategy for AI including Gen AI.
- Builds the inventory of data assets along with the EDOs, drives prioritization of critical data to drive adoption of data management practices and ensures it is 'fit for consumption' for the enterprise.
- Drive EDM as a program to ensure meeting the goals and objectives of EDM as well as drive change management and literacy as required in the organization.

## Minimum Requirements:

- Overall experience of 20+ years
- 15+ years of relevant experience in leading Service Delivery teams, with at least 5 years in Pharma/Healthcare
- Demonstrated leadership in IT shared services, preferably with cross-domain or cross-industry experience.
- Proficiency in ITIL-based IT Service Management (ITSM) processes and engagement models.
- Extensive experiences in managing ITIL life-cycle processes, focusing on Application Management Services (AMS).
- Expertise in conducting IT audits, complying with ITIL guidelines, and adhering to SOX and other Pharma industry specific regulatory requirements.
- Familiarity with Good Practice (GxP) principles within the IT-service management context.
- Track record of driving continuous improvement and managing transformation projects in IT.
- Clear understanding of commercial models and contract negotiation in IT services.
- Strong background in managing budgets and controlling costs within IT operations.
- Proven ability in managing changes and addressing risks in a dynamic IT environment.
- Commitment to staying abreast with emerging IT trends and adapting to changes.
- 4+ years of experience working with Global teams

## Why consider 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!

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部门

Operations

Business Unit

CTS

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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