

Associate Director, Business Analyst (Customer to invoice - C2I)

Job ID
REQ-10048445

4月 22, 2025

Spain

摘要

The Strategic Business Partner for Customer to Invoice (C2I) plays a crucial role in capturing and shaping business demands into effective business cases and project charters. This role collaborates with other IT functions to ensure quality service delivery to stakeholders. The individual contributes to the organization's strategy by developing technology roadmaps, discovering and delivering solutions, managing operations, and handling risks and relationships. Acting as the strategic partner for the C2I Global Process Owner, this role ensures their priorities are effectively addressed. Additionally, the role supports Global Process Owners in identifying opportunities for process standardization, automation, and effective portfolio management.

About the Role

Major accountabilities:

- Implement and drive CAB (Change Advisory Board for C2I - Customer to Invoice)

- Support the Global Product Owner Organization in establishing robust global governance and streamlining the end-to-end C2I process.
- Responsible for creating global technology roadmap, understanding the maturity of the technologies in use, and its lifecycle, ensuring support for retiring obsolete tools/applications, managing upgrades/replacements, license management, and so on, to ensure stability and best usability of the technologies by the business stakeholders.
- Accountable for Program, project & product delivery supporting Business transformation Programs enabled by technology, co-own transformation outcomes.
- Manages relationships with key stakeholders, identifying local regulations that impact the process, and aligning activities across functions and regions.
- Ensures operational stability at sites while proactively driving continuous improvement through standardization, simplification, and automation of processes.
- Manages demands, conduct service review meetings, manage escalations, deliver projects and enhancements on quality, costs and timely manner.
- Collaborates with other Data Digital IT (DDIT) teams and business stakeholders to ensure control of dependencies between Legacy ERPs/Applications and the LDC (Lean Digital Core) Program, thus avoiding impacts on the LDC Core design.
- Key business partner for business continuity. Serves as point of escalation, reviewing and promoting alignment across relevant parties when assessing issues and risks.

Minimum Requirements:

Work Experience:

- Minimum 5 years' experience in S4/HANA
- Solid knowledge of Customer to Invoice Processes (Billing, Contract Management, Order Management, Customer Relationship Management, Pricing).
- Influencing without authority.
- Relationship Management.
- Working experience within the pharmaceutical industry is a plus
- Track record delivering global solutions at scale within a matrix environment

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部门
Operations

Business Unit
Universal Hierarchy Node

地点
Spain

站点
Barcelona Gran V í a

Company / Legal Entity
ES06 (FCRS = ES006) Novartis Farmac é utica, S.A.

Alternative Location 1
Prague, Czech Republic

Functional Area
Technology Transformation

Job Type
Full time

Employment Type
Regular

Shift Work
No

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