

# Digital Workspace

Job ID  
REQ-10021068  
Sep 15, 2024  
India

## Summary

-Represent the DDIT function to the business ensuring the enforcement of policies and processes. -Own solution development in the respective area through operational steady state managing the operations of all service and systems in scope ensuring stability and integrity and meeting customer service levels.

## About the Role

### Major accountabilities:

- Ensure the overall user experience is taken into account when designing and deploying new solutions and services -Take accountability to ensure adherence with Security and Compliance policies and procedures.

### Key performance indicators:

- Stable, compliant, secure, and cost effective operations measured by Customer Satisfaction, User Adoption, Availability, Performance, Capacity Metrics along with continuous cost reductions YOY - Responsiveness and Recovery Speed of critical incidents / issues in business.
- Learning Agility, Ability to evaluate and launch new services and capabilities.
- Productivity gains and defect reduction through continuous improvement.
- Automation led Programmable Infrastructure and Platform Services -Establish a Technical Vision -clear strategy -and execution against the plan

### Minimum Requirements:

#### Work Experience:

- Ambiguity.
- Strong customer orientation.
- Major Change.
- Ability to work and lead (a cross-functional team) in a matrix.
- Well-developed record of successful relationship management.
- Market and customer intelligence.
- Experience working cross-functionally and trans-nationally.
- Proven Ability to Develop trust-based relationships with key regional.
- stakeholders.
- environment.

### Skills:

- Digital Transformation.
- IT Governance.
- IT Infrastructures.
- IT Portfolio Management.
- IT Service Delivery.
- IT Service Management.
- Talent Development.

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Job ID

REQ-10021068

## Digital Workspace

[Apply to Job](#)

---

**Source URL:** <https://qa1.novartis.us/us-en/careers/career-search/job/details/req-10021068-digital-workspace>

### List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Hyderabad-Office/Digital-Workspace\\_REQ-10021068-1](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Digital-Workspace_REQ-10021068-1)
4. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Hyderabad-Office/Digital-Workspace\\_REQ-10021068-1](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Digital-Workspace_REQ-10021068-1)

