

# Head DDIT China

Job ID

REQ-10067679

Jan 20, 2026

LOC\_CN

## About the Role

Major Accountabilities:

- Establish a Strategic Business Partner team that focuses on delivering the DDIT quality services to support the ongoing business operations as well as the mid and long-term business strategy.
- Support the definition and delivery of the [Function] DDIT portfolio
- Promote a DDIT cultural change program that promotes speed, agility, customer focus, strong business engagement and business impact-oriented thinking in DDIT
- Work closely with other DDIT domains to establish annual or periodic processes for portfolio, budgeting, business architecture, technology identification, technology sourcing, people and skills development and other DDIT support activities.
- Ensure 1st class experience for the associates in the team by creating an inclusive, inspired environment and upskilling, and developing people.
- Articulate the business strategy and customer experience
- Co-create the Product Family vision and business/customer capability roadmaps with the Business Product Owner
- Act as IT single point of accountability for delivering Product Roadmaps across the Product Family
- Ensure availability to all technical resources required to deliver, ensure role clarity and provide forums to clarify questions and resolve conflicts as they come up
- Collaborate with the Product Managers and the Scrum Masters on a regular basis
- Key member of the Product Council responsible for managing Product Family budget adherence, roadmap delivery, prioritization and conflict resolution
- Manage budget and financial aspects of project portfolio and operational budget within DDIT function
- Accountable for the end-to-end product portfolio performance, cost and business value creation in the [business division]
- If this role is the most senior leader in a NOCC or a top market, this role is responsible for cross-DDIT functional leadership in the local LT and collaborate across DDIT functions to drive the engagement, to improve internal customer satisfaction, and manage crisis if any
- Keep challenging the status quo from the business unit or top market perspectives on processes, technology architecture and delivery model for a more cost efficient and fit-for-purpose DDIT services
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt
- Distribution of marketing samples (where applicable)
- Ensure a healthy and safe workplace by complying with Novartis HSE and ISEC standards, implementing measures, providing training and resources, supporting employee well-being, investigating incidents, and collaborating with HSE teams to maintain a safe environment while adhering to quality, ethical, health, safety, and environmental requirements

Key Performance Indicators:

- Successful delivery and operations of standardized DDIT solutions for the Novartis [Business Division/Function] that are well aligned to the business strategy and global DDIT Strategy
- KPIs that are relevant for customer satisfaction are clearly defined, constantly measured, and met
- Meeting yearly budget target for DDIT projects and operations

Experience:

- Working experience within the pharmaceutical industry
- Relationship Management
- Leveraging digital technology / big data
- Multi-national global experience
- Interactions with senior management
- Influencing without authority
- Track record delivering global solutions at scale
- Collaborating across boundaries

Skills :

- Strategic Leadership
- Business Acumen
- Talent Development
- Customer Requirements
- Business Requirements
- Technical Analysis
- Financial Modeling
- Information Technology Consulting
- strategic Planning
- stakeholder management
- Project Management
- Digital Capabilities
- Effective use of technology
- Business Value Creation
- Change Management
- Organization Awareness
- Vision

Language:

- English

## Role Requirements

**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 \(PDF 30 MB\)](#)

Division

DIV\_TO

Business Unit

Information Technology

Location

LOC\_CN

Site

Shanghai (Shanghai)

Company / Legal Entity

CN14 (FCRS = CN014) China Novartis Institutes for BioMedical Research Co., Ltd.

Functional Area

FCT\_TT

Job Type

Full time

Employment Type

Regular

Shift Work

No

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