

Director- Productivity & M365 Platforms (Infrastructure Services)

Job ID

REQ-10073844

Mar 23, 2026

LOC_ES

About the Role

Key responsibilities:

- Own the global Microsoft 365 strategy, roadmap, and architectural direction—spanning Exchange, SharePoint, Teams, OneDrive, Power Platform, Viva, Copilot, and related services.
- Champion productivity transformation by identifying, piloting, and scaling emerging capabilities (e.g., AI, automation, next-gen collaboration).
- Provide end-to-end accountability for service quality, performance, resilience, and support—covering L2–L4 operations via internal teams and strategic suppliers.
- Oversee service health, incident/problem/change management, service request governance, release cycles, and communication processes. Ensure adherence to enterprise security, compliance, audit, SOX, and risk management standards.
- Lead Microsoft licensing strategy (EAs, SCEs, add-ons, Copilot licensing, usage telemetry), ensuring cost optimization and entitlement accuracy. Act as the single point of accountability for all licensing audits, reporting, and renewals.
- Drive commercial planning, consumption forecasting, and financial stewardship for the entire Microsoft portfolio.
- Lead enterprise-wide rollout, adoption, and value measurement of Microsoft Copilot and AI capabilities. Drive AI governance, data readiness, safe-use frameworks, and business integration.
- Drive adoption initiatives—roadshows, blogs, enablement videos, learning experiences—to help employees unlock full M365 value.
- Build an effective change management and communication engine to support continuous platform enhancements.
- Lead a global team of platform architects, service owners, engineers, and operations specialists. Build strong partnerships with Digital Workplace, Network, Security, Compliance, TechOps, and business stakeholders.

Essential Requirements:

- Hands-on experience around managing large scale M365 Platforms and Products. Track record of leading cross-functional transformation and driving enterprise-wide product adoption.
- 12+ years of relevant technology leadership experience, with at least 6+ years in enterprise-level management roles overseeing large-scale M365 platforms or digital workplace ecosystems.
- Proven experience leading end-to-end Microsoft 365 services—Exchange, SharePoint, Teams, OneDrive, Identity, Security & Compliance, Power Platform, and AI/Copilot integrations. Familiarity with L2–L4 support structures and ITSM processes for M365 services.
- Demonstrated success in managing Microsoft licensing, enterprise agreements, consumption modeling, and optimization initiatives.
- Strong experience with global operations, multisite service delivery, and vendor/supplier management (including Microsoft). Experience operating in highly regulated environments with strong emphasis on compliance, audit, and data governance.

Commitment to Diversity & Inclusion:

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

Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

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_ES

Site

Barcelona Gran Vía

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Alternative Location 1

LOC_IN

Alternative Location 2

LOC_CZ

Functional Area

FCT_TT

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Job ID

REQ-10073844

Director- Productivity & M365 Platforms (Infrastructure Services)

[Apply to Job](#)

Source URL: <https://prod1.jobapi.novartis.com.cn/req-10073844-director-productivity-m365-platforms-infrastructure-services>

List of links present in page

1. <https://prod1.jobapi.novartis.com.cn/req-10073844-director-productivity-m365-platforms-infrastructure-services>
2. <https://www.novartis.com/about/strategy/people-and-culture>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <https://www.novartis.com/about/strategy/people-and-culture>
5. https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Barcelona-Gran-Va/Director--Productivity---M365-Platforms--Infrastructure-Services-_REQ-10073844
7. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Barcelona-Gran-Va/Director--Productivity---M365-Platforms--Infrastructure-Services-_REQ-10073844