

Technical Services Lead

Job ID

REQ-10074505

Mar 24, 2026

LOC_US

About the Role

Location:

- This position will be located in Durham, NC and will be an onsite role.
- Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Key Responsibilities:

Strategy & Organizational Development:

- Prepare monthly engineering reports with key KPIs (Capex, Maintenance, HSE and Quality)
- Support internal and external audits
- Implement technical standards
- Implement GOPs
- If needed, create regional / site SOPs & templates
- Own the Training Curriculum for own Job Profile
- Ensure availability of competent, high performing people and develop the talent pool
- Implement sharing and leveraging of best practices and expertise for utilities
- Train operators and / or technicians

Maintenance & Calibration:

- Define and implement maintenance strategy and program and budget
- Manage maintenance improvement projects and initiatives (local or corporate)
- Develop, monitor and improve KPI for maintenance & calibration
- Create and control maintenance / calibration budget, drive efficiencies
- Drive / improve technical availability, reliability and condition of assets
- Establish cost efficient repair and maintenance processes in compliance with local regulations, HSE, GMP
- Define and execute asset strategy and proper asset lifecycle management

- Plan resources for maintenance / calibration
- Allocate work for maintenance / calibration to technicians

Vendor & Contractor Management:

- Develop contractual strategy and framework to manage vendors / contractors and corresponding contracts in assigned region / site
- Select vendor / contractor
- Establish vendor / contractor contract

(Re-) Qualification:

- Approve periodic requalification plan

Technical Services Operations:

- Drive / improve Technical Services (infrastructure, utilities), availability, reliability
- Manage environmental Sustainability Road map

- Govern Service Delivery from 3rd parties (operation and maintenance)

System & Tools:

- Manage, coordinate of centrally shared systems / databases and provide professional infrastructure for design, installation, qualification and lifecycle management of facilities and equipment
- Act as system owner for system assigned
- Ownership of ALCM system and related business processes (SOPs, WPs)
- Definition / setup / maintenance of service catalogues
- Ensure the availability, support and maintenance of engineering systems and tools
- Ensure system is validated and kept in a validated state

Essential Requirements:

- Bachelor's Degree in Engineering
- 10 years of engineering experience thereof 5 years in maintenance
- Broad Leadership experience (successful project management) on major investment projects and/or large maintenance organization
- Excellent project management skills including contract management and project appraisal / financial knowledge
- Excellent communication skills, ability to effectively present complex ideas and solutions to executive management, technical experts and regional / local teams
- In-depth technical knowledge in chemical and / or pharmaceutical processes and equipment
- Wide interdisciplinary knowledge
- Extended HSE and GxP/QA knowledge

Novartis Compensation and Benefit Summary:

The salary for this position is expected to range between \$114,100 and \$211,900 annually

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

#LI-Onsite

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

Production / Manufacturing

Location

LOC_US

Site

Durham
Company / Legal Entity
U473 (FCRS = US473) Novartis Gene Therapies
Functional Area
FCT_TO
Job Type
Full time
Employment Type
Regular
Shift Work
No
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