

# Sr. Specialist, DDIT OPS RLT Site ITOT

Job ID

REQ-10075430

Apr 07, 2026

LOC\_CN

## About the Role

Major Accountabilities:

- Drive forward thinking and innovation within business w.r.to tech driven business capabilities and processes, leading conversation with consulting mindset together with other DDIT functions
- Accountable for Program, project and product delivery to the business
- Partner with Business to drive Business transformation Programs enabled by technology, co-own transformation outcomes
- Measure and drive business value of transformation initiatives underpinned by Programs, Projects, Products
- Improve the 'ease of engagement' with DDIT for the business
- Support the business to understand their choices to manage technology costs
- Key business partner for business continuity
- Serves as point of escalation, review and approval for key issues and decisions
- Contribute to the definition of the operational objectives and medium-term planning according to the long-term plans established by the DDIT strategy
- 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 process/site/sub-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:

- Relationship Management
- Leveraging digital technology / big data
- Multi-national global experience
- Influencing without authority
- Collaborating across boundaries

Skills:

- Business Acumen
- 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

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

Haiyan (Zhejiang Province)

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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