

Senior Expert Operational Excellence – Business Operations Digital Transformation (LDC & AI) (m/f/d)

Job ID

REQ-10081914

Jul 20, 2026

LOC_AT

About the Role

Major Accountabilities

- Drive Process Excellence
- Continuously optimizing processes through digital tools and automation to deliver efficient, scalable and high-quality outcomes.
- Identify and implement opportunities for standardization, simplification and efficiency gains
- Partner with Global Process Owners, Business Partners and country teams to ensure consistent execution and optimization of processes
- Enable end-to-end SAP/S4HANA processes in alignment with global standards
- Enable Digital & AI Transformation
- Drive adoption of data, digital and AI solutions.
- Translate business needs into scalable digital use cases and support prioritization within the transformation portfolio
- Enable effective utilization of digital tools by acting as a bridge between technical and business stakeholders
- Lead Cross-Functional Initiatives
- Manage and deliver transformation initiatives ensuring alignment across departments and functions
- Ensure business readiness, stakeholder alignment and sustainable adoption of new processes and tools
- Contribute to governance, reporting and performance tracking frameworks
- Build Future-Ready Capabilities
- Promote a digital-first mindset and embed data-driven ways of working across Business Operations
- Support capability building initiatives (e.g. AI, data literacy, digital tools) in alignment with TRD priorities
- Contribute to the development of a future-ready workforce combining business, process and digital capabilities

Requirements:

Education

- University degree in Informatics, Bioscience, Business Administration or similar with fluency in English and relevant experience in data, analytics, AI or platform roles.

Experience

- Several years of experience in Process Management

- Proven track record in delivering digital or AI-enabled transformation initiatives
- Experience with enterprise systems (e.g. SAP/S4HANA) and global process models

Skills & Competencies

- Experience leveraging data, automation and digital tools in a business context
- Demonstrated learning agility in digital and AI topics
- Understanding of data integrity, compliance and governance requirements
- Strong end-to-end process thinking and operational excellence mindset
- Ability to bridge business, digital and data domains
- Strong stakeholder management in global, cross-functional environments
- Solid change management and transformation delivery capabilities
- Excellent communication, collaboration skills with proven speaking, presentation and facilitation experience in internal and external environments.

Desirable Requirements

- Experience in pharmaceutical, biotech, or regulated environments
- Exposure to large-scale transformation programs (e.g. SAP/S4/HANA, ERP transformations)
- Certification or training in Lean, Six Sigma or Change Management

Rewards:

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, childcare facilities, learning and development opportunities as well as worldwide career possibilities within the Novartis group. In accordance with Austrian law, we are obliged to disclose the minimum salary as stated in the collective bargaining agreement. For this position the minimum salary is € 65,605.54 EUR/year (on a full-time basis). The actual salary will be significantly higher, as we strive to maintain a competitive position in the market and consider your previous experience, qualifications and individual competencies.

We are open for part-time and job-sharing models and support flexible and remote working where possible.

Commitment to Diversity and Inclusion / EEO paragraph:

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

Adjustments for Applicants with Disabilities:

If because of a medical condition, physical disability or a neurodiverse condition you require an adjustment during the recruitment process, please reach out to disabilities.austria@novartis.com and let us know the nature of your request as well as your contact information. The support which we can provide will include advice on suitable positions as well as guidance at all stages of the application process. Austrian law provides candidates the opportunity to involve the local disability representative, Behindertenvertrauensperson (BVP), in the application process. If you would like to request this, please let us know in advance as a note on your CV.

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 \(PDF 30 MB\)](#)

Primary location salary range

€66,918.00 - €117,800.00

Division

DIV_GD

Business Unit

Development

Location

LOC_AT

Site

Schaftenau

Company / Legal Entity

AT33 (FCRS = AT033) Novartis Pharmaceutical Manufacturing GmbH

Functional Area

FCT_RD

Job Type

Full time

Employment Type

Regular

Shift Work

No

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