

Sr. Mgr. DDIT OPS ITOT Sol. Arch. Robotics

Job ID

REQ-10083909

Aug 05, 2026

LOC_CN

About the Role

Major Accountabilities:

- Ensure consistency and traceability between user requirements, functional specifications, and testing and validation. Support validation and testing as appropriate and ensure adherence to Security and Compliance policies and procedures within Service Delivery scope
- Keep abreast with internal IT systems and documentation requirements, standards (including quality management and IT security), regulatory environments / requirements (if applicable), DDIT Service Portfolio and with industry best practices in leveraging technologies for the business and taking advantage of reusable products, solutions and services with no or minimal customizations wherever applicable. Additional specification required for testing
- 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:

- Feedback on Project execution (quality, time, cost)
- Degree of customization vs configuration of COTS solutions
- Process efficiency
- Steady/Uninterrupted process flow
- Completeness and accuracy of Business Process Model (BPM)
- Business process documentation up to date

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
- Collaborating across boundaries

Skills:

- Analytical Thinking
- Requirements Gathering
- Requirements Analysis
- Communication Skills

- Financial Modeling
- stakeholder management
- Business Acumen
- Business Value Creation
- Digital capabilities, Effective use of Technology
- Stakeholders 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

Beijing (Beijing)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

FCT_IT

Job Type

Full time

Employment Type

Regular

Shift Work

No

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