

Scrum Master DD&IT US&I AMERICAS

Job ID

REQ-10076886

Sep 17, 2026

LOC_MX

About the Role

Key Responsibilities

Agile / Scrum Master Accountabilities (Primary Focus)

- Accountable for one to two Scrum teams of medium to high complexity (typically USD 3M+ in Agile team accountability).
- Act as a servant leader and coach, ensuring teams live Agile values and principles while continuously improving ways of working.
- Establish and maintain a high-trust, high-performance environment enabling team effectiveness and self-organization.
- Facilitate all Agile ceremonies (Sprint Planning, Daily Stand-ups, Reviews, Retrospectives).
- Remove impediments, protect the team from external disruption, and support effective conflict resolution.
- Partner closely with Product Owners to support backlog refinement, prioritization, and flow of work.
- Foster an Agile mindset across teams and stakeholders, promoting transparency, collaboration, and continuous improvement.
- Track and communicate Agile delivery metrics (velocity, cycle time, burn-down/burn-up, quality).

Project Management / Waterfall Accountabilities (Required Capability)

- Manage end-to-end delivery of internal and outsourced IT projects, from initiation through transition to operations, when Waterfall or hybrid governance is required.
- Establish and operate project governance, including steering committees, risk and issue management, and decision forums.
- Own project planning, execution, monitoring, and control, ensuring delivery on time, within budget, and to agreed scope and quality.
- Lead cut-over, change management, and end-user adoption activities associated with releases.
- Drive stakeholder communications, acting as the primary escalation point for project-related issues.
- Maintain transparent and accurate project reporting, including status, risks, dependencies, and financials.
- Ensure adherence to Security, Risk, and Compliance policies and procedures.
- Collaborate effectively with IT functions, business partners, and strategic suppliers in a global, matrixed organization.
- Support regional deployment activities for large enterprise programs from planning through change and stabilization.

Essential Requirements

Education & Certifications

- Bachelor's degree in computer science, Engineering, Information Technology, or equivalent experience.
- Agile / Scrum certification required (CSM, PSM, SAFe, or equivalent).
- PMP or equivalent Project Management certification strongly preferred.
- Coaching or Continuous Improvement certifications are a plus.

Experience & Skills

- 5–10 years of IT project delivery experience in large, global, and complex environments.
- Proven hands-on experience as a Scrum Master, coaching Agile teams to high performance.
- Strong experience delivering Waterfall or hybrid projects, including governance, budgeting, risk, and change

management.

- Experience working with global and regional stakeholders, preferably in Commercial, Digital, or Enterprise IT domains.
- Knowledge of Pharma / Life Sciences industry is a strong plus.
- Solid understanding of the software development lifecycle.
- Demonstrated ability to manage ambiguity, influence without authority, and drive outcomes under pressure.
- Hands-on experience leading Change Management workstreams.
- Excellent stakeholder management, facilitation, and communication skills across geographically dispersed teams.
- Establish and maintain a high-trust, high-performance environment enabling team effectiveness and self-organization.
- Remove impediments, protect the team from external disruption, and support effective conflict resolution.

Technical & Tooling Skills

- Agile and Project Management tools: Jira, Microsoft Project, ServiceNow
- Microsoft Office: Excel, PowerPoint, Word
- Desirable exposure to: Salesforce (Marketing Cloud, Health Cloud, Sales Cloud), Veeva CRM, Drupal or other CMS platforms

Desirable Requirements

- Experience working in pharmaceutical or life sciences environments
- Familiarity with Agile and project management tools such as Jira, Microsoft Project, and ServiceNow
- SaFe scrum master certification

Commitment to Diversity and Inclusion

Novartis is 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 work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a tas.mexico@novartis.com y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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Role Requirements

Division

DIV_TO

Business Unit

Information Technology

Location

LOC_MX

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

FCT_IT

Job Type
Full time
Employment Type
Regular
Shift Work
No
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Job ID
REQ-10076886

Scrum Master DD&IT US&I AMERICAS

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