

Associate Director Business Services, Solutions Delivery

Job ID

REQ-10088106

Sep 25, 2026

LOC_IN

About the Role

Key Responsibilities:

- **Technology Solution Delivery:** Lead the end-to-end delivery of complex IT solutions across the P&O technology landscape; Own project initiation, planning, execution, governance, risk management, delivery assurance, and transition to operations; Drive delivery of strategic initiatives while ensuring platform stability and business continuity; Ensure delivery aligns with enterprise architecture, security, compliance, and operational standards.
- **Technical Leadership:** Provide technical leadership throughout solution lifecycle from demand assessment through deployment and operationalization; Work closely with Enterprise Architects, Solution Architects, Product Managers, and Engineering teams to define optimal solution approaches; Review solution designs and challenge technical proposals to ensure scalability, maintainability, security, and cost efficiency; Drive adoption of modern delivery practices, automation opportunities, and continuous improvement initiatives.
- **Program & Project Management:** Lead large-scale global technology programs and projects involving multiple workstreams and vendors; Establish and maintain delivery roadmaps, milestones, resource plans, budget forecasts, and governance structures; Manage scope, timelines, risks, dependencies, quality, and stakeholder expectations.
- **Stakeholder & Vendor Management:** Build trusted relationships with senior business leaders and technology stakeholders; Translate business objectives into actionable technology roadmaps and delivery plans; Lead discussions with senior stakeholders, steering committees, and governance forums; Manage strategic vendor relationships and hold partners accountable for delivery outcomes.
- **Service & Operational Excellence:** Ensure operational health and lifecycle management of assigned technology products and services; Drive service improvements, process optimization, and operational efficiency initiatives; Support incident management, problem management, and release governance activities; Ensure delivery readiness, knowledge transfer, and support model alignment.

Essential Requirements:

- Bachelor's degree in information technology, Computer Science, Engineering, Business Information Systems, or related discipline, or equivalent experience.
- 15+ years of experience in IT solution delivery, technology consulting, program management, or enterprise application delivery.
- Experience in HR technology, Workday, SuccessFactors, Payroll, Employee Experience, Knowledge Management, or related domains is advantageous.
- Deep understanding of enterprise technology solution delivery, with experience managing complex global initiatives from concept through deployment, as well as managing technology delivery budgets and resource plans.
- Strong understanding of enterprise application architectures and systems integration, with experience delivering SaaS and cloud-based solutions, and understanding of software development lifecycle (SDLC) and Agile delivery methodologies.
- Strong IT project and program management expertise, with Demonstrated experience leading large, complex global technology implementations, managing cross-functional and geographically distributed teams.
- Pragmatic, results-driven mindset with excellent communication and stakeholder management skills; Experience operating within highly regulated, global enterprise environments.

Desirable requirements:

- Master's degree in information technology, Computer Science, Engineering, Business Information Systems, or related discipline preferred.
- API and integration architecture experience.
- Data and analytics platform knowledge.
- AI, automation, and digital workplace technology experience.
- Knowledge of ITIL and service management practices.

Commitment to Diversity & Inclusion:

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

Why Novartis?

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here:

<https://www.novartis.com/about/strategy/people-and-culture>

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Role Requirements

Division

DIV_TO

Business Unit

Information Technology

Location

LOC_IN

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

FCT_IT

Job Type

Full time

Employment Type

Regular

Shift Work

No

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