

# Service Delivery Expert - Extended Support

Job ID  
REQ-10046320  
Apr 04, 2025  
USA

## Summary

The role involves implementing, troubleshooting, and maintaining systems to support the company's Extended Support customers, including the Board of Directors (BoD), CEO and members of the Executive Committee of Novartis (ECN), their direct reports, assistants, and additional customers based on approved exceptions related to business-critical functions, support is provided in a 24/365 team mode. This position requires it to be a Novartis associate as they will work with ECN members, have access to confidential information including information not available to the general public and information from 3rd parties.

## About the Role

### Major Accountabilities:

- Managing and organizing high-class IT support for Extended Support population in East Hanover
- Ensuring 24/365 reliable service operation and permanent reachability
- Coordinating team activities and providing coaching
- Creating strong business partnerships and ensuring close cooperation with business functions and DD&IT organization
- Acting as a single point of contact for all IT-related customer inquiries
- Recording and classifying necessary information for ticketing and troubleshooting
- Receiving, analyzing, and processing incidents and requests
- Resolving requests and incidents promptly and efficiently
- Escalating incidents when necessary and keeping customers informed about progress
- Providing technical support and guidance through consulting, teaching, and documentation
- Alerting the user community about major problems and planned maintenance
- Helping customers apply relevant office tools and proposing solutions
- Managing specific security requirements and providing security consultancy in alignment with ISC function
- Installing and setting up end user devices according to defined processes
- Preparing, coordinating, and supporting high-level meetings
- Participating in and contributing to global and local projects
- Ensuring adherence to quality and security standards
- Responding appropriately to audit/ISC findings and recommendation

### Key Performance Indicators:

- Meeting customer satisfaction goals based on surveys and feedback
- Being personally accepted by senior management
- Displaying exceptional customer orientation, integrity, and dedication

- Communicating clearly, quickly, and precisely
- Ensuring excellent collaboration with all functions
- Meeting relevant Service Level Agreements and Operational Level Agreements
- Meeting compliance and security requirements
- Being fully aware of business vision, strategy, and new technologies

#### **Education and Experience:**

- A sound education in Information Technology or relevant business education with a minimum of 5 years of experience in a customer service delivery organization, with at least 3 years of experience leading a local team providing support services to senior executives
- High analytical skills to solve or address complex problems quickly
- Ability to drive strategic and cross-divisional initiatives and projects
- Providing authoritative technical and professional guidance
- Interacting with a diverse audience and communicating complex information simplified
- Experience in System IT Life Cycle Management and IT Service Management

**Novartis Compensation and Benefit Summary:** The pay range for this position at commencement of employment is expected to be between \$81,200 and \$150,800 per year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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Division

Operations

Business Unit

Universal Hierarchy Node

Location  
USA  
State  
New Jersey  
Site  
East Hanover  
Company / Legal Entity  
U061 (FCRS = US002) Novartis Services, Inc.  
Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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