



Johnson & Johnson

FAMILY OF COMPANIES

Consumer Pharmaceuticals Medical Devices



Caring for the world, one person at a time... inspires and unites the people of Johnson & Johnson. We embrace research and science - bringing innovative ideas, products and services to advance the health and well-being of people. Employees of the Johnson & Johnson Family of Companies work with partners in health care to touch the lives of over a billion people every day, throughout the world.

Cilag GmbH International is an International Sourcing Center of the Johnson & Johnson pharmaceutical sector handling the supply chain of the Janssen-Cilag Group. Over the last years, several business units have been established within the legal entity of Cilag GmbH International, creating a diverse, international organization with over 950 employees.

IT Lead, Service Delivery Switzerland

(Ref: 00001BH1)

Overall responsibilities

- Responsible for the delivery of approved infrastructure products and services to Operating Companies at J&J sites.

Key Responsibilities

- Position duties and responsibilities
- Ensure in-scope local infrastructure services are delivered per current SOPs and approved OLAs/SLAs.
- Ensure that overall site operations are in good health and in compliance with all J&J corporate, I/T Shared Services, and local site /Operating
- Company's standard operating procedures and processes through the use of Site Metrics, Compliance Checks and Reports.
- Ensure local / site end user computing assets are Standard and Secure
- Act as Site Services on-site Point of Contact as well as incident and service request escalation contact for IT partners, Business Unit IT (BU IT) partners and business clients as appropriate
- Manages relationships across all I/T and impacted Business I/T area's
- Execute required tasks for local, regional and/or global projects and activities undertaken in support of its mission as opportunities arise
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- Understand and align to the I/T goals and objectives, recommend process improvements and propose cost savings or cost avoidance solutions
- Support the development and implementation of site BCPs/DRP's
- Ensure complex IT requests are successfully executed e.g. office moves, bulk software deployments, bulk pc-refreshes
- Drive site standards and innovations in the area like mobility, digital, office of the future, telecom
- Ensure strategic technology planning, including proposed cost implications (site IT infrastructure lifecycle management)
- Works effectively as part of a team

Qualifications

- Bachelor's degree or equivalent and 3 years' experience in delivering IT services
- Excellent communication skills (oral, business writing, presenting and listening) in English and local language
- Working knowledge in domain of infrastructure (LAN/WAN/Voice), digital technology, storage, end-user devices and print
- Broad based, well rounded technical background

- Familiar with standard concepts, practices, and procedures associated with the ITIL framework
- Knowledge of new technologies or exploring them to gain expertise
- Effectively works with virtual teams including diverse groups of people with varied background
- Ability to navigate and produce results in a global, matrix organization
- Customer oriented
- Good collaboration, communication and teaming skills
- Sense of urgency
- Result and performance driven

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