

CLOSED - Global Service Delivery Manager

THE POSITION IS CLOSED AND DO NOT ACCEPT APPLICATIONS NO LONGER

Are you an experienced Service Delivery Manager and do you have an eye for the best in class end user experience? Can you ensure the highest level of satisfaction among both end-users, colleagues and vendors and deliver a best in class Global Service Desk? Then join the global team at Novo Nordisk and take part in an amazing journey!

Behind the title

The Service Delivery Manager is responsible for supervising the day-to-day Operation and maintenance of the Global Service Desk setup.

Key responsibilities include:

- Ensure a superior end user IT support experience by supporting a smooth continuous relationship with HCL our Global Service Desk service vendor.
- Ensure continuous improvement together with the Service Desk vendor - in line with Novo Nordisk Standard Operating Procedures (SOP).
- Drive the collaboration between regional IT Support and our Business productivity managers spanning across multiple time-zones.
- Drive the Global Service Desk strategy agenda and direction setting globally.
- Drive continuous improvements with a strong focus on adding value to our end-users globally by utilizing and analyzing data and benchmark.
- Ack as subject matter expert for Global Service Desk services like ticket handling.

The main focus of this role is to ensure and drive an optimal end user IT support experience by supervising the day-to-day operation of the Global Service Desk and collaborating with the service vendor. The ideal candidate will have a strong focus on adding value to the end user and experience in managing service delivery through a vendor.

Which competencies are we looking for?

We are looking for a candidate who can fulfil most of the following requirements for this position:

- Preferably a relevant education or equivalent job experience
- Strong knowledge of IT processes, incl. frameworks such as ITIL, knowledge centered services, or similar
- Basic grasp of Agile principles, methodologies, and events, complemented by excellent communication skills essential for effective collaboration.

As a candidate for this role, you will bring a high level of self-motivation and personal drive to the team, demonstrating your ability to handle a multitude of tasks simultaneously and independently. You are skilled in facilitating good cooperation which you have experienced from other global organizations.

About the area/Department

Global IT Support (GITS) is anchored within the DD&IT organization and has employees based in different countries across the world. In DD&IT, we work Agile, and in the GITS product area, we have five products and nine teams driving operations globally. The products cover End User Support Experience, Operation Excellence, , AV support, VIP/Tec bar & Hardware Asset Management.

By joining DD&IT, you will become part of a strong global community of more than 1,200 skilled IT professionals, who are responsible for IT systems, services, operations and platforms in Novo Nordisk.

Be part of the Novo Nordisk family

Novo Nordisk is a global healthcare company headquartered in Denmark. For 100 years, we have been driving change to defeat diabetes and other serious chronic diseases. As a result, our treatments today benefit millions of people living with diabetes, obesity, and rare blood and endocrine diseases. We are proud of that.

We are proud of our people too, and we employ more than 64,000 bright and diverse minds in 80 offices worldwide. With us, your bright mind and commitment help us change lives for people worldwide. In exchange, we offer you a seat in a rewarding and purpose-driven culture where your professional and personal development is highly valued. That said, opportunities are many in Novo Nordisk.

Contact and application:

If you have any questions regarding the position, please contact Brian Ranvits (+45 2048 0548) or Christoffer Bjørk Pedersen (+45 2080 1638) from European Search Company who carries out this recruitment.

Please apply for this position using the apply button below.