

Director, Technology Demand and Delivery

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Company: Fortrea

Location: Poland

Category: other-general

As a leading global contract research organization (CRO) with a passion for scientific rigor and decades of clinical development experience, Fortrea provides pharmaceutical, biotechnology, and medical device customers a wide range of clinical development, patient access and technology solutions across more than 20 therapeutic areas. With over 19,000 staff conducting operations in more than 90 countries, Fortrea is transforming drug and device development for partners and patients across the globe.

The Director of Technology Demand and Delivery will coordinate and help manage IT activities related to the Fortrea Technology Global Infrastructure strategic programs, Mergers and Acquisitions (M&A) and new Business technology/innovation projects, to ensure the business needs are met and running smoothly.

This role requires a high level of technical proficiency and requires an individual with strong collaboration and communication skills. Need to have expertise in solutions development, vendor management and contract negotiations, budget management, and implementation of large-scale and complex infrastructure technologies and have a firm grasp of networking technologies, cloud delivery (Hybrid/On-Prem), End User Computing technology and technologies used in the delivery of Clinical Trials. Extensive knowledge of IT infrastructure platforms and operations, and advanced industry knowledge is key to keeping us on the cutting edge.

Summary of Responsibilities:

Coordinate with Managed Service Providers, Cyber Security, Application, and Infrastructure teams to deliver strategic projects on-time and within budget

Review and help define technical solutions and estimations provided by suppliers and service providers

Partner with executive technology and business stakeholders to ideate, plan and deliver strategic technology projects, M&A projects as well as our Facility technology strategies

Be involved in all strategically identified transformation projects from inception, delivery to closure, supporting across the lifecycle of project

Assist project teams with escalations to the 3rd party suppliers, and review 3rd party suppliers' response levels to Service Requests and Change Requests

Engage with the IT portfolio management and Infrastructure Portfolio management team to ensure funding is prioritized for infrastructure transformation initiatives to reduce tech debt and eliminate critical risks

Ensure hand-off to IT Operations team for seamless transition from project completion to ongoing sustain

Work with stakeholders to remediate issues and ensure services meet contracted SLAs

All other duties as needed or assigned

Qualifications (Minimum Required):

Bachelor's or master's degree in computer science, Computer Information Systems, Information Technology, Information Systems, or related field

Experience (Minimum Required):

Minimum 10 years IT experience preferably in Infrastructure, Operations, and Delivery

Experience with vendor performance management, including development and monitoring of SOWs and deliverables, SLA compliance, and general vendor relationship management

Experience with budgeting, expense management, and contract management

Working experience with infrastructure components (LAN/WAN/Wi-Fi/Firewalls/Operating Systems/Encryption)

Successful demonstration of complex program management (cost/budgeting, schedule, risk

evaluation/ mitigation, & program execution)

Strong customer service skills and leadership skills including the ability to interact with personnel, build strong relationships at all levels and understand business imperatives

Excellent written and verbal communication skills; ability to communicate up, down, and across the business

Proficiency in performing risk, business impact, control, and vulnerability assessments, and in defining treatment strategies

Ability to plan, prioritize and drive issues, tasks, and deliverables from concept to closure

Preferred Qualifications Include:

Proven business acumen to manage multiple areas with the ability to balance technical requirements with business needs and affordability

Track record of on-time, on scope, high quality implementations

Experience in the Pharma/CRO/Life Sciences space

Experience with managed service providers

#LI-Remote

Fortrea is actively seeking motivated problem-solvers and creative thinkers who share our passion for overcoming barriers in clinical trials. Our unwavering commitment is to revolutionize the development process, ensuring the swift delivery of life-changing ideas and therapies to patients in need. Join our exceptional team and embrace a collaborative workspace where personal growth is nurtured, enabling you to make a meaningful global impact.

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