

# Director DDIT US&I Product Management Medical Eng.

Job ID  
REQ-10023942  
Dec 03, 2024  
Mexico

## Summary

This role will work with Senior Medical Leaders to define, maintain and evolve the medical IT product(s) and strategies for Medical Engagement including medical field force, medical information, CRM engagement. This work includes working with the engagement data, analytics and associated insights products. You will align the IT investments with the business HCP engagement journey strategy and help drive insights tools and technology collaboration. You will guide the design of technology solutions that adequately respond to a business/technical objectives and problems. The Dir Medical Engagement will contribute to our mission by working with US&I, global medical leadership and governance taking responsibility working with the DDIT US &I and other teams for in and above market processes. You will collaborate with other US&I capability and regional teams and leads for the development, improvement and implementation of solutions. The Director will develop and present projects and programs at executive levels of IT and Business leadership. Additionally, they will contribute learnings and best practices to other enterprise DDIT capabilities.

## About the Role

### Major accountabilities:

- (Mandatory Experience) Direct, sustain and communicate *engagement technology strategies and solutions* for **Medical**, commercial and other cross-functional capabilities.
- (Mandatory Experience) Own, contribute, and drive medical solution *technical and process elements* (e.g. annual and multi-year roadmaps, architecture, processes, and standards) additionally identify opportunities to improve the end-to-end for technology processes for the **Medical** portfolio.
- Define *technology standards* and direction of **Medical Engagement** and cross functional capabilities connected in the engagement eco-system.
- Design, manage and collaborate on processes for **Medical Engagement** and *cross-functional data*.
- Incorporate digital and data technology directions and *innovative thinking* in current and future state strategies.
- (Mandatory Experience) *Manage finances* for estimating, budgets, large projects, statements of work with vendors, and internal work estimating.

- (Mandatory Experience) *Direct project managers* and project and program teams. Be *able to do project management* when necessary.
- Create, organize and *manage governance processes* for IT product solutions. Potentially contributing to other governance processes.
- (Mandatory Experience) Overall *understanding of HCP engagement* and how content management, data flows and cloud-based interactions for engagement and information management in **Medical** processes work. (e.g. Working with commercial team on CRM of the Future representing Medical – both US and International potential differences).

#### Additional Specifications

- Understands the **Medical business processes** in Life Sciences / Pharmaceutical industry like the **Medical Domain** (Inquiries, Adverse Event Reporting, Product Quality Complaints, Response Documentation, **Medical** Field Force detailing, Publications, Key Opinion Leader (KOL) interactions, Congresses, Real World Evidence data management, Call Center processes, **Medical** Intelligence from commercial data and others).
- Has worked with some of the key vendors / technologies in the marketplace like *Veeva (Vault, CRM)*, Anju (IRMS Medical Inquiry management), Envision (Datavision publications), IQVIA (Engage Events management)
- Must understand **Medical landscape** in one or more key markets (e.g. US, Europe, China etc.)
- Understands the **Medical data landscape** (data models concepts, key data suppliers, how the data from key suppliers are used) in one of more key markets.
- **Medical** experience in a *global setting* a plus

#### Key performance indicators:

- Achieved targets in in business case contribution, KPIs, customer satisfaction and innovation measures - Business capability, vision and strategy clearly defined, communicated and executed, well aligned to business strategy and TT strategy, and providing competitive advantage to Novartis -Role model with highest standards of professional conduct in leading the business capability area in line with the new IT operating model -Deployment of digital platforms and services at scale to deliver the digital strategy

#### Minimum Requirements:

##### Work Experience:

- **+5 years of experience influencing and leading multinational cross-functional teams** and strategies, leveraging digital technology and big data, proven experience influencing without direct authority. Able to sustain solid interactions with senior management (C-level), IT Strategy & Planning, Business Analysis.
- **+10 years of IT experience working in a matrix organization** with proven track record in IT Product Management and developing IT service strategies, tailoring standard services to customer requirements.
- **Senior experience in Program Management** with strategic step back; Strategic Vision; Requirements Definition & Management, solid Analytical Thinking and Financial Modeling, Stakeholder identification &

mapping.

- Bachelor's degree in a computer science, engineering, or information technology discipline. (An advanced degree, related accreditations and Pharmaceutical industry previous experience are desirable)

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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5. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/INSURGENTES/Dir-DDIT-US-I-ProdMgmt-Medical-Eng\\_REQ-10023942-1](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/Dir-DDIT-US-I-ProdMgmt-Medical-Eng_REQ-10023942-1)