NOVARTIS

Manager, Process Mapping Specialist

Job ID
REQ-10055168
Jun 30, 2025
India

Summary

Position Overview / Profile Summary :

Accountable to support new and optimized marketing operations processes, delivering detailed process maps, SYPOC analysis, role-specific task specifications, and functional artifacts (e.g. end user playbooks, system specifications, data collection templates/forms, and operational documentation) with outcome of clear, consistent, and efficient ways of working.

About the Role

Location – Hyderabad #LI Hybrid

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Key Responsibilities:

- The Process Mapping Specialist is responsible supporting seamless US run state through a high degree of change.
- Analyzes change proposals, identifying impact to each step of a process, including the inputs, outputs, and activities involved. They gather relevant information about the process, create process maps, and identify opportunities for improvement
- Exhibit expert knowledge for each role in the process, with ability to articulate objectives and empathize to articulate potential impacts of change to the Training & Comms team, supporting successful adoption
- Identify areas for improvement, and facilitate communication and collaboration among stakeholders
- The Marketing Operations BA will execute assigned operational tasks and activities according to the MO Channel Governance Roadmap, assigned to particular projects based on business priority
- Enable the timely publishing of playbooks and role-specific deliverables with handoff to the Training & Comms team for delivery to internal and advertising agency stakeholders
- Executed with high quality, precision and in compliance with relevant compliance, commercial, and operating policies/principles.
- Translate technical capabilities into business processes and competencies for modern content creation, production, and publishing (incl modular content, DAM, SharePoint, etc.)
- Participate in daily SCRUM meetings, deliver opportunities for improvement, and with the ability to

execute independently

Essential Requirements:

- 7-year BA/BS degree or equivalent
- Process Management, Engineering, or certified Project Manager
- Agile or SCRUM Master conversant, certification a plus
- Marketing technology product familiarity – Web/Drupal, SFMC, Veeva CRM, Social, Paid Media. Digital Trust, etc
- All Office Applications
- Miro, Whiteboard, Visio, MS Power Apps, Power BI, SharePoint
- US Content Approval Process requirements
- Fluency in English Language
- Available until noon EST M-F
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage

Commitment to Diversity and Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? https://www.novartis.com/about/strategy/people-and-culture

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: https://talentnetwork.novartis.com/network

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: https://www.novartis.com/careers/benefits-rewards

Division
US
Business Unit
Universal Hierarchy Node
Location
India
Site
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Marketing
Job Type
Full time
Employment Type
Regular
Shift Work
No
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