

Web Operations Manager

Job ID
REQ-10055396
Jun 23, 2025
Mexico

Summary

The Web Operations Manager will support the execution of web projects within various CMS platforms (Drupal, Nutanix, Adobe Experience Manager). The Manager Web Operations will gather business needs from Web Delivery Manager and translate those requirements into the features available in the WCDA realm.

About the Role

#LI-Hybrid

Location: Mexico City

This role is based in Mexico City, Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Within Marketing Operations, the Web Centralized Design and Authoring team is responsible for centralizing and delivering web services to our brands. The Web Operations Manager will support the execution of web projects within various CMS platforms (Drupal, Nutanix, Adobe Experience Manager). Will gather business needs from Web Delivery Manager and translate those requirements into the features available in the WCDA realm.

Key responsibilities:

- Proficiency in CMS platforms such as Drupal, Adobe Experience Manager, and Nutanix
- Author, edit, and organize content within CMS platforms.
- Organize and coordinate the content author teams to incorporate forms, integrating with SFMC/Databases, SEO requirements, layout requirements, among other features required by marketing team
- Coordinate with IT, site provision and domain definition
- Coordinate with CX, domain definition and records/info needed for internal registration
- Provide insight to content authors and designers to execute their tasks without causing any delay
- Review intake forms and provide feedback to ensure alignment with business needs
- Work closely with the POD Lead to share backlog requests of new features, and communicate bugs to the Product Team promptly
- Keep constant communication with Designers and Content Authors about new features, and provide insights about technical limitations
- Assist and support Content Authors and Designers in scoping and managing timelines and processes
- Highlight potential risks proactively, indicating possible scenarios to mitigate the risk
- Comply with recognized standards, practices, and regulatory requirements.

Essential Requirements:

- Bachelor's degree in web development, computer science, marketing, or related fields. Minimum 10+ years of experience.
- 4-5 years' experience in advertising agencies
- Strong experience in web development and content management
- Strong experience working with CMS platforms such as Drupal, Adobe Experience Manager, or similar platforms
- Knowledge of website hosting structure, SEO, SERM, SEO schema, website design, SFMC integration, embedded content.
- Knowledge in HTML, CSS, and JavaScript.
- Knowledge in content authoring, editing, and organizing skills within CMS platforms.
- Ability to manage concurrent projects and deliver work from concept through completion.
- Excellent problem-solving skills and active listening skills.
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage
- Advanced English proficiency
- Training in Project Management is a plus

Commitment to Inclusion

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

Novartis is committed to work with and provide 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 tas.mexico@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

Mexico

Site

INSURGENTES

Company / Legal Entity

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

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Ajustes de accesibilidad

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a tas.mexico@novartis.com y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

Job ID

REQ-10055396

Web Operations Manager

[Apply to Job](#)

Source URL: <https://prod1.id.novartis.com/careers/career-search/job/details/req-10055396-web-operations-manager-es-es>

List of links present in page

1. <mailto:tas.mexico@novartis.com>
2. <https://www.novartis.com/about/strategy/people-and-culture>
3. <https://talentnetwork.novartis.com/network>
4. <https://www.novartis.com/careers/benefits-rewards>
5. https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/INSURGENTES/Web-Operations-Manager_REQ-10055396
6. <mailto:tas.mexico@novartis.com>
7. https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/INSURGENTES/Web-Operations-Manager_REQ-10055396