

# Digital Accessibility Remediation Manager

Job ID  
REQ-10055469  
Jun 23, 2025  
Mexico

## Summary

Will ensure regular and efficient remediation of all US-based Drupal websites, as per predetermined criteria. This role involves coordinating with audit teams, assessing audit reports, and collaborating with internal teams for effective response to violations. Familiarity with WCAG guidelines, design systems, content management systems and a background in the pharmaceutical industry is crucial for this role.

## 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.

## Key Responsibilities

- Oversee regular audits of US Drupal websites, ensuring they are conducted based on defined criteria.
- Collaborate and work closely with auditors for the efficient execution of audits.
- Review and assess audit reports and conduct and coordinate the triage process.
- Ensure awareness across all team leads of audit violations.
- Alert stakeholders appropriately, based on defined processes, about content-related violations to ensure integration into existing website creation/update plans.
- Flag sites with violations that do not have existing plans and advocate for the development of an appropriate approach.
- Apply comprehensive knowledge of WCAG guidelines, content management systems, and analytics in all processes.
- Track the resolution of audit violations and report back progress via the defined platform.

## Education

- Bachelor in Administration, Finances, Information Technology or Related
- Advanced English proficiency

## Experience

- Proven experience in the pharmaceutical industry is essential.
- Experience in working with cross-functional teams.

## Skills

- Understanding of content management systems, preferably Drupal.
- Moderate knowledge of WCAG and passion for accessibility
- Excellent analytical skills and the ability to guide crucial decision-making processes.
- Strong collaboration, communication, and organizational skills.
- Background in audit coordination, website management, or compliance preferred.
- Demonstrated ability to thrive in a high-paced environment, managing multiple projects and meeting strict deadlines.
- Project management certification is a plus.
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage

## 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](mailto: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>

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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  
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## 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](mailto: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.

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