

# RA System and Strategy Specialist

Job ID  
REQ-10030142  
Nov 25, 2024  
United Kingdom

## Summary

Our Development Team is guided by our purpose: to reimagine medicine to improve and extend people's lives.

To do this, we are optimizing and strengthening our processes and ways of working. We are investing in new technologies and building specific therapeutic area and platform depth and capabilities – all to bring our medicines to patients even faster.

We are seeking key talent, like you, to join us and help give people with disease and their families a brighter future to look forward to.

Apply today and welcome to where we thrive together!

## About the Role

**This role offers hybrid working, requiring 3 days per week/12 days per month in our White City, London office.**

### **Major Accountabilities:**

- Provide first line systems and end user support e.g. incident management and service request management (including assessing, resolving or escalating technical issues).
- Facilitate communication and collaboration between RA Ops and NBS IT in matters pertaining to, RA owned applications, such as monitoring problems and summarizing activities for reporting to management.
- Coordinate with 2nd level support to address escalated System issues.
- Prepare user manuals, working instructions and training materials as appropriate, ensure training are recorded and records maintained in the relevant Novartis quality system.
- Participate in RA project initiatives involving, but not limited to, requirements gathering and analysis, migration, and deployment activities.
- Participate in validation and implementation activities for system upgrades and functionality enhancements as appropriate.
- Liaise with internal stakeholders to map business models, existing systems and establishes scope, business priority for change initiatives of small and medium size and complexity.

### **Essential Requirements:**

- BS or MS degree in Computer Sciences or Life Sciences or a relevant discipline.
- Fluent in English (Strong oral and written skills required).
- Systems related experience in Pharma (preferably in a Regulatory environment) or related industry.
- Working knowledge with RA relevant computer programs and systems with demonstrated ability to learn and train others on new systems quickly.
- Basic knowledge of the worldwide Health Authority submission formats as well as the overall drug development process and related document requirements is desirable.
- Knowledge and experience with eCTD, IDMP, Publishing Standards and applicable related tools is desirable.
- Knowledge of ticketing tools, validation tools and concepts of GxP Software Development and testing is desirable.

**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>

**Commitment to Diversity & Inclusion:** Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve.

**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>

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**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

Development

Business Unit

Innovative Medicines

Location

United Kingdom

Site

London (The Westworks)

Company / Legal Entity

GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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