

Executive Director, Product Adoption

Job ID
REQ-10043996
Mar 17, 2025
USA

Summary

This position will be located in the East Hanover, NJ site.

About the Role

The Insights and Decision Science (IDS) team is dedicated to enabling improved decision-making at Novartis by leveraging data and advanced analytics capabilities to generate actionable insights that drive business growth. We collaborate closely with the US business, bringing insights and challenging ideas to empower smarter, data-driven decision-making. Reporting to the VP, Head of Applications and Emerging Data Products, this position plays a vital role in bridging technical solutions with customer insights, thereby contributing to the overall success of Novartis' business.

In alignment with the broader objectives of the Insights and Decision Science (IDS) team, the Executive Director, Product Adoption plays a key role in implementing best practices and new technologies that enhance support operations. This role plays an important role in ensuring the product satisfies the user requirements and all feedback shared by end users are well incorporated in the product by collaborating with development teams and facilitating effective communication to enhance product functionality. By monitoring key performance indicators and utilizing customer insights, the ED contributes to the overall impact and success of IDS, driving business growth and ensuring our products remain competitive and impactful in the market.

Key Responsibilities:

- Develop a comprehensive framework for product support that aligns with organizational goals and customer expectations
- Define the process of capturing feedback and enhancements by defining a ticketing system, ensuring it supports efficient capture, categorization, and prioritization of requests
- Establish and refine high-level processes and guidelines for triaging support requests, ensuring alignment with organizational priorities and customer needs
- Facilitate effective communication and collaboration with DDIT and other stakeholders to ensure alignment on technical solutions and priorities to address user-reported issues and enhance product functionality
- Foster strong working relationships with relevant development teams to identify, document, and prioritize product defects in collaboration with development teams and vendors as needed

- Lead cross-functional initiatives to ensure thorough user testing and validation of defect resolutions and product updates
- Develop strategic feedback mechanisms to gather customer insights, using this data to inform product improvements and innovations and facilitate sharing of these insights
- Develop best practices and new technologies to enhance the efficiency and effectiveness of support operations while identifying opportunities for process improvements and innovations in product support
- Evaluate support metrics to identify trends and areas for improvement in the support process while maintaining reporting systems to track key performance indicators (KPIs) for product support

Essential Requirements:

Experience:

Novartis seeks an individual with extensive experience overseeing data governance operations. The individual should have a deep understanding of industry best practices and a proven ability to manage data-related risks, including privacy and security concerns. A commitment to driving continuous improvement in data governance processes, informed by data insights and industry trends, is essential to this role.

- Bachelor's or Master's degree in Information Management, Computer Science, Business Administration, or related field.
- 10-12 years of experience in product support or a related field, with a proven track record of leadership and strategic oversight
- Demonstrated ability to develop and implement strategic frameworks for product support that align with organizational goals
- Experience in implementing best practices and new technologies to enhance operational efficiency and effectiveness.
- Excellent leadership, communication, and stakeholder management skills.
- Ability to influence and drive change in a complex organizational environment.
- Proficiency in leveraging data and analytics to drive decision-making and improve support operations.
- Strong problem-solving skills and the ability to identify and address complex product defects and user-reported issues.
- Strong analytical skills, with the ability to monitor and interpret key performance indicators (KPIs) to drive strategic improvements.

The pay range for this position at commencement of employment is expected to be between \$214,900.00 and \$399,100.00 a year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these

benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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>

EEO Statement:

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Accessibility & Reasonable Accommodations

The Novartis Group of Companies are 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 application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Division

US

Business Unit

Universal Hierarchy Node

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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