

Assoc. Dir. DDIT US&I BA Web CMS(Business Analyst)

Job ID
REQ-10052412
Jun 13, 2025
India

Summary

We are seeking an experienced Senior Business Analyst to join our team and play a key role in developing and enhancing a cutting-edge Healthcare Professional (HCP) portal built on Drupal Web CMS. The ideal candidate will have deep expertise in business analysis, requirements gathering, workflow modeling, and communication, along with prior experience working on Drupal-based systems and Healthcare-centric platform. you need to

-Act as an advisor providing guidance to challenge and improve global business processes, products, services, and software through data analysis. -Engage with global business leaders and leverage the appropriate DDIT teams and Functions to determine requirements and deliver data driven recommendations to improve efficiency and add value.

About the Role

Position Title: Assoc. Dir. DDIT US&I BA Web CMS(Business Analyst)

Location – Hyd-India# LI Hybrid

Role Purpose

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Your responsibilities include but are not limited to:

- Ensure consistency and traceability between user requirements, functional specifications, and testing and validation.
- Lead sessions with stakeholders to gather, analyze, and document business requirements, ensuring alignment with project objectives.

- Collaborate with technical teams to translate business needs into functional designs, workflows, and user stories for the Drupal-based HCP portal.
- Ensure Drupal Web CMS functionality is optimized to meet business goals, including customizing modules, integrations, and UX improvements.
- Support validation and testing as appropriate and ensure adherence to Security and Compliance policies and procedures within Service Delivery scope -Keep abreast with internal IT systems and documentation requirements, standards (including quality management and IT security), regulatory environments / requirements (if applicable), DDIT Service Portfolio and with industry best practices in leveraging technologies for the business and taking advantage of reusable products, solutions and services with no or minimal customizations wherever applicable.
- Identify opportunities to refine HCP portal features post-launch, addressing evolving business requirements and user feedback effectively.
- Additional specification required for testing -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.
- Distribution of marketing samples (where applicable)

What you'll bring to the role:

- Feedback on Project execution (quality, time, cost) -Degree of customization vs configuration of COTS solutions -Process efficiency -Steady/Uninterrupted process flow -Completeness and accuracy of Business Process Model (BPM) -Business process documentation up to date
- Leveraging digital technology / big data.Proven record of crafting strategies and overseeing the successful implementation of complex web/digital solutions.
- Experience managing large-scale web platforms for HCP portals or similar platforms in regulated industries (e.g., healthcare), Influencing without authority, Relationship Management.
- Collaborating across boundaries.Working experience within the pharmaceutical industry and Multi-national global experience.
- Interactions with senior management. Deep knowledge of Drupal platform, including custom module development, theming, API integrations, and CMS optimization.
- Experience in managing Drupal upgrades, migrations, and performance tuning. Proficiency in web technologies such as HTML, CSS, JavaScript frameworks (React, Angular, etc.), and APIs.
- Familiarity with responsive design principles and cross-browser compatibility.Strong expertise in integrating web CMS platforms with databases, CRMs (e.g., Salesforce), analytics tools, and backend systems.
- Experience in building reporting dashboards and analyzing user behavior and performance metrics within portals.

Desirable Requirements:

- **12+ years** of overall experience in IT, web solutions, or digital platform delivery, preferably in the healthcare, life sciences, or pharmaceutical domains.
- Minimum **5+ years of hands-on experience with Drupal Web CMS**, including portal design, development, integration, and customization.
- Strong experience in business analysis roles, with **5+ years leading cross-functional teams** to gather requirements, define scope, and deliver projects.
- Extensive experience managing projects using **Agile/Scrum methodologies** and delivering within time and budget constraints

Commitment to Diversity & Inclusion:

Novartis embraces diversity, equal opportunity, and inclusion. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

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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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

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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