

Specialist, Content & Access Controls

Job ID
REQ-10054994
Jun 25, 2025
India

Summary

The Specialist, Content & Access Controls role assists the MAP Operations Services Lead by providing business process support to US customers across MAP-related systems. They will be responsible for managing known issues in FUSE, completing ad-hoc business support requests, and maintaining relevant internal documentation

About the Role

Location – Hyderabad #LI Hybrid

About the Role:

The Specialist, Content & Access Controls role assists the MAP Operations Services Lead by providing business process support to US customers across MAP-related systems. They will be responsible for managing known issues in FUSE, completing ad-hoc business support requests, and maintaining relevant internal documentation.

Key Responsibilities:

- Monitoring of critical reports and completion of any required corrective actions in a timely manner
- Managing User Access support requests for select, critical systems for US customers
- Timely, efficient execution of ad hoc bulk content withdrawal & reassignment for US customers
- Provide assistance to US customers on scoped business process questions triaged from the US Help Desk
- Assisting with ad hoc support requests for internal Power BI platforms
- Managing monthly updates to Master Teams List, and communication of changes to support team for implementation
- Daily compilation and distribution of Brand Hot Sheets prior to start of US Business
- Executing end user test scripts for critical optimizations to MAP-related systems, with a focus on user experience across multiple roles
- Completing quarterly updates to process documentation (internal & external)
- Supporting the MAP Operations Services Team Lead with any ad hoc requests

Essential Requirements:

- Bachelors Degree from an accredited University
- 2-3 years of work experience in the relevant industry
- Good knowledge of the US Materials Approval Process and its role in maintaining compliance and auditability

- Strong problem-solving and analytical skills.
- Excellent communication and collaboration skills.
- Pro-active in handling complex situations & problems
- Strong Project Management skills, including the ability to work under tight deadlines and manage multiple projects simultaneously.
- Quick-learner with proficiency in marketing automation tools and analytics platforms.
- Understanding the complexity of integrated working in a matrix and geographically dispersed environment.
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage

Commitment to Diversity and Inclusion:

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

Accessibility and accommodation:

Novartis is 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 recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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Division

US

Business Unit

Universal Hierarchy Node

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Legal & Intellectual Property & Compl.

Job Type

Full time

Employment Type

Regular
Shift Work
No
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