

# Manager, Process Mapping Specialist

Job ID

REQ-10055168

Jun 30, 2025

India

## Summary

Position Overview / Profile Summary :

Accountable to support new and optimized marketing operations processes, delivering detailed process maps, SYPOC analysis, role-specific task specifications, and functional artifacts (e.g. end user playbooks, system specifications, data collection templates/forms, and operational documentation) with outcome of clear, consistent, and efficient ways of working.

## About the Role

**Location – Hyderabad #LI Hybrid**

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### Key Responsibilities:

- The Process Mapping Specialist is responsible supporting seamless US run state through a high degree of change.
- Analyzes change proposals, identifying impact to each step of a process, including the inputs, outputs, and activities involved. They gather relevant information about the process, create process maps, and identify opportunities for improvement
- Exhibit expert knowledge for each role in the process, with ability to articulate objectives and empathize to articulate potential impacts of change to the Training & Comms team, supporting successful adoption
- Identify areas for improvement, and facilitate communication and collaboration among stakeholders
- The Marketing Operations BA will execute assigned operational tasks and activities according to the MO Channel Governance Roadmap, assigned to particular projects based on business priority
- Enable the timely publishing of playbooks and role-specific deliverables with handoff to the Training & Comms team for delivery to internal and advertising agency stakeholders
- Executed with high quality, precision and in compliance with relevant compliance, commercial, and operating policies/principles.
- Translate technical capabilities into business processes and competencies for modern content creation, production, and publishing (incl modular content, DAM, SharePoint, etc.)
- Participate in daily SCRUM meetings, deliver opportunities for improvement, and with the ability to

execute independently

### **Essential Requirements:**

- 7-year BA/BS degree or equivalent
- Process Management, Engineering, or certified Project Manager
- Agile or SCRUM Master conversant, certification a plus
- Marketing technology product familiarity – Web/Drupal, SFMC, Veeva CRM, Social, Paid Media. Digital Trust, etc
- All Office Applications
- Miro, Whiteboard, Visio, MS Power Apps, Power BI, SharePoint
- US Content Approval Process requirements
- Fluency in English Language
- Available until noon EST M-F
- 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](mailto: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  
Marketing  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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