

Support and Training Lead - data42

Job ID
REQ-10047350

4月 09, 2025

India

摘要

The Support and Training Lead manages support operations and designs training programs, while ensuring resolution of complex technical issues and maintaining high customer satisfaction.

About the Role

The Support and Training Lead is responsible for managing and optimizing support processes, as well as designing and executing training programs for both employees and customers. This position involves addressing complex technical issues, leading a support team, developing training materials, and ensuring a high level of customer satisfaction

Major Accountabilities

- Develop, implement, and oversee the support procedures and policies.

- Lead the support team in addressing customer requests and complaints and ensure prompt and efficient resolution.
- Create, execute, and manage training programs targeted towards employees and customers, including workshops, one-on-one sessions, and online materials.
- Own onboarding training(s) approach/ sessions for new customers, ensuring they understand how to effectively use the platform
- Work closely with the product and tech teams to gain comprehensive product knowledge to create a training curriculum tailored to different learning styles and knowledge levels.
- Monitor and evaluate the effectiveness of training programs and make necessary adjustments for improved outcomes.
- Regularly communicate with customers, understand their concerns, and tailor training to address these issues effectively.
- Ensure the training materials are up to date with the latest product features and industry trends.
- Manage and assess the performance of the support team, providing feedback and training as needed
- Essential individual to upgrade the User Experience of the data42 platform.

Education & Experience:

- Master ' s degree in a relevant field, such as Education, Business, or IT.
- Proven experience in customer support, technical support, or training roles within the pharmaceutical, life sciences, or healthcare industries.
- Strong understanding of effective teaching methodologies and tools.
- Strong ability to communicate technical concepts clearly to both technical and non-technical audiences, both verbally and in writing.
- Experience creating engaging and effective training materials, from video tutorials to interactive learning experiences.
- Ability to think critically, troubleshoot complex issues, and provide solutions that meet the specific needs of customers in the pharmaceutical field.
- Customer-centric mindset with a passion for helping users achieve success.
- Excellent problem-solving and leadership skills.

Technical / Functional Skills & Knowledge

- Solid understanding of the industry and product.
- Proficiency in relevant software tools and platforms like Palantir

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>

部门

Biomedical Research

Business Unit

Pharma Research

地点

India

站点

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

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.

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



Job ID
REQ-10047350

Support and Training Lead - data42

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10047350-support-and-training-lead-data42>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Hyderabad-Office/Support-and-Training-Lead---data42REQ-10047350>
5. <mailto:diversityandincl.india@novartis.com>
6. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Hyderabad-Office/Support-and-Training-Lead---data42REQ-10047350>