

## Manager Innovation Lab, AI

Job ID  
REQ-10055482

7月 25, 2025

Mexico

### 摘要

The Manager Innovation Lab, AI Program Design & Delivery sits within the US Innovation Lab (iLab), a part of the Marketing Technology Product Management team. The position reports to the Director Innovation Lab, AI Innovation. In this role, you will join a highly innovative and entrepreneurial group with a focus on accelerating Marketing AI Use Cases in the US. With a deep expertise in AI, large language models (LLM), and natural language processing (NLP) you will help execute on our AI Innovation Strategy and be accountable to design and develop AI solutions lead the experimentation of innovative AI-driven solutions and services aligned to Integrated Marketing and IMUS objectives. We think differently here; we are constantly thinking about tomorrow, and we are designing the future— today.

Your primary focus will be on responsible AI pilot design and delivery, enabling rapid prototyping to launch and learn. You will partner with internal stakeholders and external partners to identify high impact potential marketing use cases, requirements, and define POC/MVP deliverables. You will work closely with the Director Innovation Lab, AI to ensure execution alignment with our stage gate innovation model and framework, authenticate project delivery, and support the transition of MVPs out of iLab to Product teams, working closely with Marketing Strategists, Product Management, DDIT, IDS, and other key stakeholders. And you will evaluate and recommend appropriate AI technologies

and approaches while identifying, analyzing, and mitigating risks and dependencies and ensuring solutions meet security, compliance, and ethical standards.

The ideal candidate will bring strong expertise with real-world application of AI/Gen AI and should have experience in developing LLM solutions with the players that are enabling these new technologies. Ideally, you will have led work in tech and/or a leading company building AI solutions. You will excel at engaging, collaborating with, and influencing critical internal collaborators and partners across all areas of the organization to bring new innovations to life. You will thrive in ambiguity with a passion for innovation, problem-solving and the discipline of innovation to deliver business impact. This role sits in a heavily matrixed organization where you will work with a multi-disciplinary team of functional experts, including Marketing, Strategists, DDIT, UX, Insights & Analytics, and other groups across the organization in achieving objectives.

## About the Role

### Manager Innovation Lab, AI Program Design & Delivery

#LI-Hybrid

Location: Mexico

Relocation Support: This role is based in Mexico. Novartis is unable to offer relocation support: please only apply if accessible.

Are you passionate about shaping the future of AI in marketing? Join our Innovation Lab and be at the forefront of designing and delivering cutting-edge AI solutions that transform how we connect with customers. As Manager of AI Program Design & Delivery, you 'll lead the charge in piloting responsible AI innovations, collaborating with cross-functional teams to bring ideas from concept to reality. This is your opportunity to drive meaningful impact in a fast-paced, entrepreneurial environment where your expertise in generative AI, large language models, and natural language processing will help redefine what 's possible.

## Key Responsibilities

- Lead the design and delivery of AI and generative AI projects within the Innovation Lab 's AI vertical
- Translate AI concepts into actionable prototypes, driving innovation from idea to implementation
- Manage execution of AI proof-of-concepts and MVPs, mitigating risks and aligning with stakeholders
- Collaborate with cross-functional teams and external partners to define use cases and deliver solutions
- Contribute to project roadmaps, progress reports, and performance tracking for leadership

visibility

- Define and validate hypotheses, KPIs, and success metrics to guide experimentation and learning
- Promote continuous improvement and best practices in program management and innovation workflows

## Essential Requirements

- Bachelor ' s degree in Business, Computer Science, Data Science, or a related field
- 3-5+ years of experience in AI and innovation management, including work with large tech companies
- Proven expertise in AI technologies, including large language models and natural language processing
- Strong background in product management, marketing technology, strategy, or consulting
- Demonstrated ability to design, prototype, and deliver AI solutions that meet compliance standards
- Excellent communication skills to bridge technical and business teams and drive implementation

## Commitment to Inclusion

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

Novartis is committed to work with and provide 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 [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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  
US

Business Unit  
Universal Hierarchy Node

地点  
Mexico

站点  
INSURGENTES

Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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## Ajustes de accesibilidad

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.



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