

Senior Manager, EEE Business Systems

Job ID
REQ-10063681

10月 17, 2025

Ireland

摘要

Step into a pivotal role where your expertise will shape the future of External Expert Engagement systems at Novartis. As Senior Manager EEE Business Systems, you 'll be the driving force behind business-side enablement and documentation for platforms like HIP/ENGAGE or GEMS—ensuring they operate seamlessly and in full compliance. Your work will directly empower global medical teams, enhance user readiness, and support enterprise-wide excellence in governance and operations.

Location: Dublin, Ireland / London, UK #LI-Hybrid

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

About the Role

Responsibilities:

- Maintain and update SOPs, workflows, and process maps aligned with GMA standards
- Collaborate with training leads to ensure onboarding materials reflect current system capabilities
- Document system configurations and field logic based on business use cases
- Consolidate user feedback to inform enhancements and simplification opportunities
- Validate reporting logic with Data & Analytics teams for system alignment
- Support UAT planning, execution, and documentation for business-side validation
- Govern business configuration and system standards without managing technical triage

Essential for the role:

- Bachelor ' s or Master ' s degree in Life Sciences, Business, Information Systems, or related field
- 4-6 years ' experience in business systems support or Medical Affairs operations
- Proven ability to develop training and documentation for digital platforms
- Strong understanding of configuration design and compliance documentation
- Familiarity with regulated systems such as HIP/ENGAGE, GEMS or the like
- Excellent attention to detail and cross-functional communication skills

Desirable for the role:

- Experience supporting global or regional documentation needs in a regulated environment
- Familiarity with enterprise platforms used for External Expert Engagement

Commitment to Diversity & Inclusion:

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

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>

部门
Development

Business Unit
Innovative Medicines

地点
Ireland

站点
Dublin (NOCC)

Company / Legal Entity
IE02 (FCRS = IE002) Novartis Ireland Ltd

Alternative Location 1
London (The Westworks), United Kingdom

Functional Area
Research & Development

Job Type
Full time

Employment Type
Regular

Shift Work
No

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