

Jr. Medical Operations Manager

Job ID
REQ-10064611

10月 14, 2025

Indonesia

摘要

Responsible for daily medical operation including medical governance, medical information, and medical system. Align and implement medical SOP, working together with Country Medical Head to enhance medical training and capabilities.

About the Role

Major accountabilities:

- Implement Medical KPI performance in the system to ensure quality of Medical Experts engagement in country
- Manage GEMS system, responsible for research collaboration, IIT, MAPS, and respond to unsolicited medical enquiries.
- Engage with another cross functional team, to ensure the quality assurance of our operation (including but not limited with PV department and QA in country and regional)

- Create strategy and tactic to help medical team to identify/mapping of MEs/ Key Accounts including identification of opportunities to involve MEs when a specific medical need is identified to provide support
- Respond to unsolicited requests for information from MEs for non-promoted products
- Act as medical contact point for product promoted by our alliance partner.
- Support Novartis data generation, optimize study execution and provide operational support to potential study team, in collaboration with respective medical team (field medical and Medical Lead).
- Facilitate Investigator Initiated Trial (IIT) and Research Collaboration (RC) process upon investigator request
- Serve as a medical resource to field matrix colleagues
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt
- Manage all medical SOPs
- Responsible for Managed Access Program (MAP) and Early Access Program (EAP)

Requirements:

- Education background minimum bachelor (S1) degree major in Medical or Pharmacy.
- Have experience as managerial position in pharma company with minimum 2 years.
- Have good English communication skill in verbal and written.
- Have strong project management skills, especially in medical operations field.
- Not under disciplinary period and compliance concern.

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Business Unit
Innovative Medicines

地点
Indonesia

站点
Jakarta

Company / Legal Entity
ID03 (FCRS = ID003) PT Novartis Indonesia

Functional Area
Research & Development

Job Type
Full time

Employment Type
Regular

Shift Work
No

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