

Manager, Technical Production

Job ID
REQ-10065424

10月 27, 2025

India

摘要

We are seeking a platform-agnostic Manager - Technical Production to execute and operationalize platform configurations, integrations, testing, governance, and training across regulated marketing and content operations. The immediate focus is on Veeva Vault/CRM and Salesforce Marketing Cloud (SFMC), with a strong emphasis on SFMC email build and production workflows. The role requires practical technical depth in enterprise SaaS platforms, integration patterns, compliance-aligned operations, and SDLC execution within healthcare/life sciences contexts.

About the Role

Key Responsibilities / Major Accountabilities:

- Manage day-to-day production execution across Veeva Vault/CRM and SFMC; assign tasks, monitor progress, unblock dependencies, and ensure on-time delivery.
- Provide hands-on technical support to the production team; close knowledge gaps through

walkthroughs, office hours, and quick reference guides to reduce rework.

- Lead technical discovery for new service in collaboration with Production and cross-functional teams, incorporating external industry best practices..
- Work with IT to design and manage integrations. Develop comprehensive test strategies (including unit, integration, UAT, regression, and accessibility) and coordinate their execution with the development and QA teams.
- Work with the Process Lead to provide technical expertise on SOPs and Playbooks for both current and new services. Ensure RACI and checklists are updated and aligned with service improvements.
- Actively participate in Governance meetings; identify potential risks, consult on technical nuisances and work on mitigation plans; track actions and follow-through.
- Lead compliance activities with internal teams; ensure configurations, workflows, and operations meet policy and regulatory expectations.
- Collaborate with UI/UX team to develop Master and Brand Design System frameworks that emphasize component consistency, accessibility, and practical implementation across various channels.
- Align production standards with design frameworks to ensure scalable deployment and governance of assets.

Essential Requirements:

- Bachelor ' s degree in computer science, information systems.
- Certifications a plus: Platform credentials (Veeva, SFMC), prompt engineering tools (e.g., GitHub Copilot).
- 10+ years of technical experience across enterprise platforms, integrations, and operational enablement; healthcare/life sciences domain experience preferred
- Strong knowledge in HTML, CSS, JS, Node.js, React, Figma and MJML
- Experience migrating processes between enterprise tools (e.g., Veeva to SFLC).
- Experience producing assets for email marketing and HTML5 banners (e.g., using Google Web Designer).
- Exposure to agentic AI or GenAI for productivity and governance-safe use cases.

Preferred Requirements:

- Enterprise SaaS Platforms: Veeva Vault/CRM, SFMC & SFLC (Salesforce Lifesciences cloud).
- Excellent content authoring, editing, and organizing skills within CMS platforms(Activator).
- Strong problem-solving, analytical thinking, and detail orientation.
- Ability to manage multiple concurrent initiatives in a fast-paced, regulated environment.
- Clear, structured communicator with strong enablement and documentation focus.
- Platform-agnostic mindset; quick learner who continuously sharpens skills to match market trends and demands.
- Collaborative and inclusive; able to bridge operations, IT, design, and compliance.
- 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 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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Business Unit
Universal Hierarchy Node

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India

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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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