# Manager - Project Management Web Experience

Job ID
REQ-10073131

3   06, 2026

India

As Web Experience and Operations Lead, you will have an excellent opportunity to be at the forefront of Novartis Next Generation Customer Engagement transformation. You will be accountable for delivering outstanding and consistent web experiences you will work with marketing, medical, digital and technology teams to define and bring to life a data-driven and performance-optimized web strategy for international markets.

## About the Role

Location: Hyderabad #Hybrid

Responsibilities

We are looking for an individual well-versed on Web CMS (Drupal). As a Test Lead, He/she/they will perform:

## Strategic Web Experience Leadership

Operationalize the global Drupal Web Strategy, turning goals into clear roadmaps and periodized backlogs
Champion best practices in UX, content, accessibility, and web performance to drive high-quality, consistent experience across markets
Align web roadmap and governance with enterprise priorities, brand guidelines and compliance requirements

## Demand Management

Review and triage incoming requests and tickets from country teams.
Assess priority, propose viable alternatives, and collaborate with Product Owners and DDIT to define scalable solutions as appropriate.
Represent the voice of the countries and ensure solution alignment with business needs.

## Project Planning & Coordination

Collaborate with the Product Team & DDIT Team to define the release scope, goals, deliverables, and timelines for Drupal releases.
Schedule Product Demo sessions and ensure participation from the country stakeholders in those sessions.

## Test Planning and Execution

Review and validate business requirements to ensure completeness and traceability.
Confirm that test scenarios cover all critical business processes and real-world use cases - in collaboration with countries, DDIT, and Product Team
Execute Test Cases: Report defects, inconsistencies, or gaps using the JIRA defect tracker.
Actively participate in walkthroughs and issue resolution meetings.
Drive sign-off on test results once acceptance criteria are met.
Ensure testing is completed within the agreed test window to avoid project delays.

## Quality Assurance & Sign-Off

Maintain high standards of documentation and traceability throughout the release lifecycle.
Perform smoke testing to ensure application quality with the new releases.

## Essential Requirements

Hands on experience in Drupal CMS with experience working on large, complex projects across regions
Proactive, ownership-driven problem solver who turns objectives into clear plans and outcomes with minimal guidance
Resource and self-sufficient: independently unblocks issues, navigates constraints, and mobilizes stakeholders across functions and countries
Excellent presentation and visual communication skills
Experience with and understanding of multiple technology platforms that relate to CMS and Digital Analytics: Drupal, Google, GTM, Salesforce, JIRA
Experience working with senior stakeholders and managing senior level conversations

Understanding of agile product delivery
Ability to work with cross-functional stakeholders.
Strong communication skills and ability to offer simple explanation of complexity.
Strong collaborative skills and natural curiosity with ability to guide and clearly communicate delivery approach to the team members

Why Consider Novartis?
Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: https://www.novartis.com/about/strategy/people-and-culture
You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. https://www.novartis.com/careers/benefits-rewards

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. Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: https://talentnetwork.novartis.com/network

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

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

International

Business Unit
Marketing

India

Hyderabad (Office)


Company / Legal Entity
IN10 (FCRS = INO10) Novartis Healthcare Private Limited


Functional Area
Marketing


Job Type
Full time


Employment Type
Regular


Shift Work
No


function adjustKalturaPlayer() { var deviceWidth = window.innerWidth || document.documentElement.clientWidth || document.body.clientWidth; var mediaElement = document.getElementById("kalturaplayer69ac1e51ab164451322459"); var mediaContainer = mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px"; var originalWidthValue = parseFloat(originalWidth); var originalHeightValue = parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; //Get computed styles of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var finalWidth = parseFloat(parentStyles.width); if (finalWidth   var config = { targetId: "kalturaplayer69ac1e51ab164451322459", provider: { widgetId: "1Om7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: { disable: true }, "playkit-js-transcript":{ position: "right", //Default bottom;(' left' , ' right', ' top' , 'bottom' ) to enable transcript expandMode: "over", //Default alongside;(' alongside', ' hidden' , 'over' ) expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [{ presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true }; config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true }; config.ui.uiComponents = []; config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {};

```
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } };
```

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try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); setTimeout(() => {
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===
'function') { otherPlayer.pause(); } }); }); }); } } catch (e) { console.error(e.message) }
```

VIDEO

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](mailto: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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