NOVARTIS

Associate Director, Web Operations - REMOTE

Job ID
REQ-10074192

3   30, 2026

USA

Join Novartis and have the opportunity to lead and scale a global, in house web operations capability supporting all US promoted brands, delivering compliant, high quality digital experiences while driving measurable gains in efficiency, quality, and cost. As Associate Director, Web Operations, you will own end to end production, establish fit for purpose standards and processes, and serve as a key partner across Integrated Marketing Operations, agency partners, and cross functional stakeholders. Leading globally distributed teams, you will continuously elevate web operations to enable greater agility, speed, and execution excellence—helping the organization operate more strategically in service of improving patients' lives.

This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require up to 5% travel.

About the Role

Key responsibilities:

- **Leadership**: Lead end to end delivery, governance, and day-to-day operations of centralized Web Operations services, ensuring effective planning, execution, stakeholder engagement, and communication to meet timelines, cost, quality standards, and compliance requirements.
    - **Team Leadership**: Build, mobilize, and manage cross functional teams across regions, aligning resources, roles, and responsibilities to enable consistent delivery and a high performing collaborative operating model.
    - **Functional Leadership**: Lead and develop Web Operations talent across locations, reinforcing Novartis' values, strengthening capabilities, and supporting team performance and engagement.

- **Channel Expertise**: Act as a CMS subject matter expert, guiding best practices in website management and providing practical direction to maintain high standards, drive continuous improvement, and support innovation in web operations
- **Stakeholder Management**: Serve as the primary point of contact for business partners, translating requirements into effective solutions and managing execution, risks, and issues to ensure timely delivery of services and outcomes.
- **Product Collaboration**: Partner with the Drupal platform product team and IT stakeholders to support roadmap execution, enable scaled operations for new features, and ensure compliant content deployment.
- **Automation & Efficiency**: Identify and implement automation and process improvements to reduce manual effort, improve productivity, and support new launches without increasing spend.
- **Continuous Improvement**: Champion standardized processes, operational best practices, and continuous improvement initiatives across Web Operations.
- **Performance & Compliance**: Establish and monitor operational metrics and benchmarks, ensuring performance targets are met, while maintaining regulatory and compliance processes.
- **Demand & Financial Management**: Manage demand, priorities, and budgets, providing oversight of productivity, operating costs, and quality performance to support Web Operations' overall delivery objectives.

Essential Requirements:

- 5+ years of experience in commercial design, marketing, or program management within a creative/advertising agency, consulting firm, in house agency, or marketing organization, including leading resources and teams in complex, matrixed environments.
- Experience leading Commercial and/or Marketing Operations within the pharmaceutical or another regulated industry, with the ability to translate operational best practices into effective commercial execution.
- Strong CMS expertise, with hands on experience managing and optimizing content workflows.
- Solid understanding of web technologies, including responsive design principles, accessibility standards, design systems, and SEO best practices.
- Experience leveraging web analytics (e.g., Google Analytics) to measure performance, generate insights, and continuously improve website effectiveness.

- Demonstrated ability to drive operational efficiency, including experience with automation tools and techniques to streamline workflows and improve productivity.
- Proven cross functional leadership skills, with experience influencing stakeholders, developing talent, and leading teams across functions and geographies.
- Strong communication, presentation, and program management skills, with a track record of delivering results, managing priorities, and maintaining accountability through operational and financial metrics.

Desirable Requirements:

- Drupal experience strongly preferred.

Novartis Compensation Summary:

The salary for this position is expected to range between $152,600 and $283,400 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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)

EEO Statement

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are 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 application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

US

Business Unit
General Management

USA

Remote, US

Remote Position (USA)

Company /Legal Entity
UO14 (FCRS = USO14) Novartis Pharmaceuticals Corporation

Alternative Location 1
East Hanover, New Jersey, USA

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No


```
var config = { targetId: "kalturaplayer69ccdccce1abe420671463", provider: { widgetId:
"1_0m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause:
false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {},
sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(KalturaPlayer.plugins["transcript"]) { config.plugins["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 }; } if (KalturaPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible:
false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
if (KalturaPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.plugins["googleAnalytics"]) { 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 } }; }
```


```
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"}); } catch (e) { console.error(e.message) }

Job ID
REQ-10074192

Associate Director, Web Operations - REMOTE

[Apply to Job](#)

kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } //Load the Player for other media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); } catch (e) { console.error(e.message) }

Job ID
REQ-10074192

Associate Director, Web Operations - REMOTE

[Apply to Job](#)

operations-remote

List of links present in page

1. https://www.novartis.com/about/strategy/people-and-culture
2. https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf
3. mailto:us.reasonableaccommodations@novartis.com
4. https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Remote-Position-USA/Associate-Director--Web-Operations---REMOTEREQ-10074192-1
5. https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Remote-Position-USA/Associate-Director--Web-Operations---REMOTEREQ-10074192-1