

## Director, Novartis Patient Support (NPS) Enterprise Platform Management

Job ID  
REQ-10077669

5月 08, 2026

USA

### 摘要

#LI-Remote

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.

This position will require travel as defined by the business (domestic and/ or international

The Director of Enterprise Product Management (Rare Disease) is responsible for overseeing the is responsible for leading product strategy, development, and execution of enterprise-level solutions with a focus on patient support experiences and programs (e.g., digital enablers, patient engagement tools, enrollment channels, etc.). This leader ensures that all solutions are developed, maintained, and scaled in accordance with enterprise standards, compliance requirements, and strategic priorities. The role collaborates cross-functionally to drive consistency, efficiency, and innovation across the non-core product landscape

The ideal candidate understands how to map the access journey and the strategic moments that matter while soliciting end user feedback and designing engaging services and experiences that simplify & modernize patient support programs. Learnings from effort will be rolled into enterprise modular capabilities and standards to be scaled across the portfolio of patient support programs. The role assumes experience and comfort working closely with external & internal stakeholders across functions in a typical large pharma environment.

## About the Role

Your responsibilities will include, but are not limited to:

- Own and drive the patient and practice product rare disease experience, enterprise platform vision, strategy, roadmap, and end user satisfaction in collaboration with business and other product, design, and engineering leads
- Define and manage product lifecycle processes, including intake, prioritization, evaluation, sunseting, and documentation.
- Partner with core product owners, IT, compliance, legal, and patient support teams to ensure non-core products integrate seamlessly and responsibly into the broader ecosystem.
- Serve as a key point of contact for cross-enterprise stakeholders related to non-core product planning and execution.
- Maintain a centralized view of all non-core product investments, capabilities, and performance metrics.
- Develop and track KPIs, ROI, and risk mitigation strategies for active non-core solutions.
- Identify opportunities to scale successful non-core pilots into enterprise-standard solutions.
- Ensure readiness and repeatability of tools and services used across multiple programs or indications.
- Ensure all products meet regulatory, privacy, and quality standards throughout their lifecycle.
- Serve as an escalation point for risk identification and mitigation planning.

What you 'll bring to the role:

Required Experience:

- Bachelor 's degree required; MBA or advanced degree in business, technology, or healthcare preferred
- 8+ years of experience in product governance, program management, or digital health product leadership, preferably within the pharmaceutical or healthcare industry
- Deep understanding of patient support services and the broader commercial or access ecosystem with rare disease experience preferred
- Experience managing cross-functional projects with multiple stakeholders and competing priorities
- Strong understanding of medical, legal, regulatory and compliance environment and ability to work collaboratively

- Strong understanding of insights and competitive intelligence requirements for new product and indication launches
- Change management and project management experience
- Strong knowledge of governance frameworks, compliance processes, and digital product lifecycle
- Excellent communication, organizational, and decision-making skills

The pay range for this position at commencement of employment is expected to be between \$185,500 and \$344,500.00/year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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](mailto: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.

部门  
US

Business Unit  
Marketing

地点  
USA

状态  
Remote, US

站点  
Remote Position (USA)

Company / Legal Entity  
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```

var config = { targetId: "kalturaplayer69fed2079aec8408477940", provider: { widgetId:
"10m7rm1pm", 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: "1_dgfvmafo"}); } catch (e) { console.error(e.message) }

```

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