

## Patient Support Program Manager

Job ID  
REQ-10078228

5月 18, 2026

Mexico

### 摘要

This role has the wonderful responsibility of generating solutions through Patient Support Programs that facilitate and improve the experience of the patients for whom Novartis works tirelessly to develop innovative therapies.

### About the Role

Major accountabilities:

- Develop & manage Patient Support Programs E2E.
- Mapping and understanding patient journeys to identify leverage points that limit patient 's ability to access to diagnosis & innovative treatments.

- Negotiating and reaching agreements to implement proposed solutions in a sustainable manner, for both, Novartis and the HC system.
- Co-creating and implementing innovative & sustainable solutions that enhance system 's capabilities to overcome access barriers.
- By ensuring that the innovative solutions developed by Novartis truly respond to unmet needs identified within the patient journey and enable patients to access our solutions with comprehensive risk management.
- By leading E2E projects in selected accounts and ensure successful implementation / value delivery & strongly lead by influence among cross-functional Novartis ' teams to achieve these objectives.

#### Minimum Requirements:

Bachelor 's degree in business or health sciences.

Pharma, Medtech (medical devices) or similar background.

Mexican Healthcare System acumen.

English proficiency

#### Work Experience:

- Positive record of performance and behaviors:
- > 2 yrs experience as PSP manager (or coordinator) developing, implementing and monitoring these programs in strict adherence to applicable internal and external policies and regulations.
- > 2 yrs success track of direct customer management and/or engagement (field based or field hybrid) roles in healthcare.
- > 2 yrs experience as responsible for the management or design and implementation of diagnostic programs inside or outside the pharmaceutical industry.

#### Skills:

- Patient/disease journey sensibility
- Ability to translate insights into strategic actions
- Cross organizational collaboration
- Relationship building
- Project management
- Process optimization
- Negotiation
- Result driven
- Customer management
- Developed communications

- Embraces change & flexibility
- Leadership by influence

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 \(PDF 30 MB\)](#)

部门

International

Business Unit

Marketing

地点

Mexico

站点

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Alternative Location 1

INSURGENTES (Sandoz), Mexico

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
var config = { targetId: "kalturaplayer6a0f7a921e416896126209", provider: { widgetId:
"1Qm7rm1pm", 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) }
```

## Ajustes de accesibilidad

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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