

## Program manager DDIT PO&CF AskNovartis

Job ID  
REQ-10078261

6月 10, 2026

Spain

### 摘要

The AskNovartis Enterprise Product Leader is a senior, cross functional role responsible for leading the strategy, delivery, adoption, and continuous improvement of AskNovartis, Novartis' AI enabled front door for employee services and tasks.

AskNovartis is a cornerstone of Novartis' digital employee experience agenda—shifting the company from fragmented service delivery toward a single, intelligent, self service first experience that enables employees to get work done quickly, consistently, and with minimal friction across DD&IT and corporate functions.

The Product Leader is accountable for ensuring AskNovartis delivers measurable employee value across priority journeys and scales responsibly across domains without fragmentation. The role is deliberately dual shaped, reflecting the enterprise nature of AskNovartis:

- Enterprise Product Leader for AskNovartis as a single platform and experience
- Product Lead for the DD&IT domain (Ask IT), accountable for DD&IT service outcomes delivered through AskNovartis

## About the Role

#LI-Hybrid

Location: Barcelona

### Key Accountabilities

#### 1. Platform Strategy & Enterprise Readiness

The Product Leader sets the strategic direction for how AskNovartis evolves—from PoC through MVP and enterprise scale ensuring the platform remains focused on value, trust, and usability as scope expands. This includes maintaining a clear product vision for AskNovartis, prioritizing high value, high volume employee use cases across domains and governing scope, release sequencing, and go live decisions to balance speed with readiness

#### 2. Service Transformation & Ask IT Ownership

As Product Lead for Ask IT, the role drives the transformation of DD&IT services through AskNovartis. Key responsibilities include prioritizing DD&IT use cases across areas such as access & identity, devices, network, applications and end to end automation and service redesign. The role needs to drive automation and ticket elimination through integrations with ServiceNow, Microsoft Intune and other system of records. The focus is on faster resolution and reduced effort for employees.

#### 3. Service Design & Knowledge Quality

The Product Leader ensures that DD&IT services are properly defined, structured and reflected in the platform's service catalog and designed together with service owners. The Product Leader ensures that services and knowledge across participating domains are designed for self service and AI assisted interaction with clear ownership and maintenance models, so quality is sustained over time. In this role, strong service and knowledge design is foundational to drive the long term scalability of AskNovartis.

#### 4. Adoption, Experience & Deployment

The Product Leader is accountable for AskNovartis becoming the default employee entry point for prioritized services and tasks. The leader needs to ensure adoption is designed into product strategy and release planning, aligning priorities and sequencing across domains and channels. Central enablement and change teams lead execution, the Product Lead ensures the product experience and value proposition justify adoption at scale.

## 5. Testing and Quality Assurance

The product leader is responsible for the testing with end users of all DD&IT related services, queries and workflows on the platform - validating that AI generated answers, routing logic and ticket management flows perform correctly. Leading organisations show that a human expert in the loop approach ensures minimized back and forth between employees and IT support teams.

## 6. AI Trust & Platform Integration

The Product Leader ensures that AI enabled interactions within AskNovartis meet enterprise standards for transparency, usability, trust, and control. The role partners closely with platform, architecture, and engineering teams to ensure AskNovartis integrates cleanly with enterprise systems such as ServiceNow, Workday, and Intune, and remains production grade as capabilities expand.

## 7. Partner & Investment Governance

The Product Leader governs a multi partner ecosystem to scale delivery capacity while maintaining clear accountability and enterprise ownership. Responsibilities include shaping investment cases across phases (PoC, MVP, scale) and aligning co funding across DD&IT and participating domains. The role also involves tracking value realization through adoption, automation and experience outcomes

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

Operations

Business Unit  
Information Technology

地点  
Spain

站点  
Barcelona Gran V í a

Company / Legal Entity  
ES06 (FCRS = ES006) Novartis Farmac é utica, S.A.

Functional Area  
Technology Transformation

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

Job ID  
REQ-10078261

Program manager DDIT PO&CF AskNovartis

[Apply to Job](#)



Job ID  
REQ-10078261

Program manager DDIT PO&CF AskNovartis

[Apply to Job](#)

---

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10078261-program-manager-ddit-pocf-asknovartis>

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. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Barcelona-Gran-Va/Program-manager-DDIT-PO-CF-AskNovartisREQ-10078261>
4. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Barcelona-Gran-Va/Program-manager-DDIT-PO-CF-AskNovartisREQ-10078261>