

## Director, Field Intake & Business Requirements

Job ID  
REQ-10080103

6月 09, 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). The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require 30% travel.

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible to you.

Company will not sponsor visas for this position.

The Director, Field Intake & Business Requirements is a senior people leader responsible for leading a team that serves as the single, consistent front door for field workflow, digital, and AI-enabled capability needs across Customer Engagement. The Director ensures field demand is captured in context, shaped with discipline, and translated into clear, technically actionable business requirements—including workflow intent, success criteria, constraints, and readiness signals—so that proven, scalable solutions can be built and delivered through enterprise platform teams without

repeated clarification or rework.

## About the Role

### Key Responsibilities:

- Lead, coach, and develop a team of intake and requirements professionals, building strong capability in requirements engineering, stakeholder discovery, and business-to-technical translation.
- Establish clear quality standards (templates, definition-of-ready, acceptance criteria, traceability) so requirements are consistently buildable and testable.
- Own the single CE-facing intake for workflow and digital requests, ensuring requests enter through one structured path and are shaped once, correctly.
- Implement transparent triage and prioritization so demand is assessed consistently and sequenced using explicit criteria (value, readiness, capacity, dependencies)
- Convert field needs into technical-ready requirements packages which include: problem statement and user/workflow context; scope boundaries and constraints; success criteria and acceptance tests; key dependencies and risk/edge cases; rollout/readiness considerations.
- Ensure intake and requirements explicitly cover AI/workflow use cases (e.g., copilots, guided workflows, automation concepts) in a structured way—defining intent, guardrails, and measurable value.
- Partner with experimentation/pilot teams so early AI/workflow concepts are validated, refined, and converted into scale-ready requirements before enterprise build.
- Establish feedback loops so learnings from pilots/adoption are captured and reflected in improved requirement patterns, templates, and intake criteria—strengthening the system over time.
- Ensure handoffs include the right evidence and readiness signals so solutions can transition cleanly from “validated” to “enterprise scale.”
- Use the end-to-end lifecycle framing (define design build/enable pilot scale measure/improve) to ensure requirements anticipate what must be built and how success will be evaluated—without taking ownership of enterprise analytics or platforms.

### Essential Requirements:

- Bachelor’s degree required from 4-year college or university; STEM degree (Engineering, Computer Science, Information Systems) strongly preferred.
- 8+ years’ experience spanning business-to-technology translation, product/requirements leadership, workflow enablement, or technical program delivery in complex, matrixed environments within pharmaceutical, biotech, healthcare, or similarly structured industries. We also welcome candidates from other complex environments such as medical devices, diagnostics, life sciences services, insurance, consumer health, or B2B sectors.
- Proven people leadership experience (hiring, coaching, performance management) and ability to build a high-quality requirements function.
- Demonstrated ability to produce requirements that engineering teams can implement (clear scope, acceptance criteria, constraints, dependencies).
- Strong technical fluency across digital workflows and modern enablement (e.g.,

CRM/workflow concepts, automation patterns, AI-enabled experiences), with ability to translate field needs into actionable technical work.

- Excellent stakeholder leadership and communication skills; able to drive clarity under ambiguity and align partners across field, TA, and enterprise functions.

#### Desirable Requirements:

- Experience supporting field-based, customer-facing organizations with high demand volatility.
- Familiarity with structured intake and governance models, including standard request formats and decision-oriented framing. Practical fluency with AI concepts (use case framing, guardrails, measurable value) and workflow-first design thinking (user journeys, friction removal), without requiring ownership of enterprise AI platforms.

#### Novartis Compensation Summary:

The salary for this position is expected to range between \$160,300 and \$297,700 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 \(PDF 30 MB\)](#)

部门  
US

Business Unit  
General Management

地点  
USA

状态  
Remote, US

站点  
Remote Position (USA)

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

Functional Area  
Technology Transformation

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

Job ID  
REQ-10080103

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