

## Manager, Manufacturing Technical Support

Job ID  
REQ-10080310

6月 10, 2026

USA

### 摘要

Step into a leadership role where your technical expertise directly drives manufacturing excellence and patient impact. As a Manager, Manufacturing Technical Support, you will empower a high-performing team, shape process innovation, and ensure operational success within a dynamic, GMP-regulated environment. This is your opportunity to influence continuous improvement, champion quality, and help bring life-changing therapies to patients faster and more efficiently.

### About the Role

Location:

- This position will be located in Durham, NC and will be an onsite role.
- Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

## Key Responsibilities:

- Lead and develop technical support team to deliver manufacturing performance and continuous improvement outcomes
- Oversee MES Master Batch Record execution and optimize processes to drive shop floor efficiency
- Coordinate and manage manufacturing deviations, ensuring timely investigation and resolution
- Serve as subject matter expert for product and process knowledge, driving innovation and data-driven improvements
- Author and complete manufacturing investigations, ensuring timely closure and effective corrective actions
- Prioritize and coordinate electronic batch record updates with manufacturing and cross-functional partners
- Oversee technical training programs to ensure operator qualification and end-to-end capability development
- Manage process and product change controls, ensuring compliance with guidelines and regulatory expectations
- Drive Lean practices and continuous improvement initiatives to enhance quality, productivity, and operational performance
- Collaborate cross-functionally to deliver technical solutions, strengthen compliance, and meet business objectives

## Essential Requirements:

- Bachelor ' s degree in Biotechnology, Chemistry, Pharmacy, Microbiology, or related life science field
- Minimum seven years of experience in pharmaceutical or biopharmaceutical manufacturing environment
- Strong understanding of GMP and regulatory requirements in a production setting
- Proven knowledge of manufacturing processes and product lifecycle within a regulated environment
- Demonstrated leadership experience managing teams and driving performance in technical operations
- Ability to lead investigations, manage change controls, and drive continuous improvement initiatives

## Novartis Compensation and Benefit Summary:

The salary for this position is expected to range between \$103,600 and \$192,400 annually

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.

#LI-Onsite

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  
Operations

Business Unit  
Production / Manufacturing

地点  
USA

状态  
North Carolina

站点  
Durham

Company / Legal Entity  
U473 (FCRS = US473) Novartis Gene Therapies

Functional Area  
Technical Operations

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
var config = { targetId: "kalturaplayer6a2a6f21033fc550478127", 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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