

## Digital Innovation & Operation Excellence Lead

Job ID  
REQ-10080453

6月 08, 2026

China

### 摘要

Leads digital innovation and operations, driving end-to-end digital initiatives from ideation to scaling, while partnering with internal leaders and external ecosystems. Ensures delivery excellence, embeds data-driven and automation capabilities, and establishes strong, AI-enabled governance to maximize business impact and compliance.

### About the Role

#### Digital Innovation Leadership

- Actively engage with senior leaders in TA to Identify, assess, and prioritize emerging digital technologies, tools, and solutions that can solve critical business problems or create tangible business value.
- Lead innovation ideation, proof-of-concept development, pilot programs, and scaling of

successful digital initiatives.

- Actively engage with key external technology stakeholders, such as Alibaba, Tencent, Bytedance and Ant Group, etc., to explore new digital business models, platforms, and capabilities.
- Build a culture of innovation by encouraging experimentation, cross-functional collaboration, and continuous learning.
- Closely monitor market trends, competitor practices, and industry benchmarks to inform innovation roadmaps.

### Innovative Project Operation

- Oversee the planning, execution, and scaling of proven innovative digital projects such as Remote Rep.
- Lead team to establish and continuously optimize project operating models, delivery standards, and performance tracking mechanisms.
- Support teams in removing project roadblocks and managing risks, dependencies, and stakeholder expectations.

### Digital Operation Excellence

- Lead team to develop and track operational excellence metrics, including but not limited to efficiency gains, cost savings, adoption rates, and service performance, etc., for critical digital solution empowered projects.
- Lead team to actively identify opportunities for automation, workflow optimization, data-driven decision-making, and platform integration.

### Digital Governance

- Establish and maintain digital governance frameworks, standards, policies, and operating procedures.
- Ensure digital initiatives comply with internal policies, data governance requirements, cybersecurity standards, regulatory obligations, and risk management practices.
- Lead team to enable a AI-empowered governance/review model which should significantly improve efficiency

Key Experience & Success Profile:

- 6+ years of experiences as digital business partners or consultants, experience in pharmaceutical/biotech or medical related industry is a plus
- Experience in pharma marketing or field force is highly desirable
- Thorough understanding to pharma business model & ways of working
- End to end digital/project lead & operation management experience is a must
- Strong communication and stakeholder management skills
- Strong team collaboration spirit and time management
- Fluent in both spoken & written English

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部门

International

Business Unit

Sales

地点

China

站点

Shanghai (Shanghai)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
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"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"]) {
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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 }; }
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(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: "1dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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