

Associate Director, Novartis Patient Support (NPS) Enterprise Platform Management

Job ID
REQ-10082168

7月 28, 2026

USA

Available in: English

摘要

#LI-Remote

This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result.

This position will require travel as defined by the business (domestic and/ or international).

In this position, you will collaborate with a diverse and multidisciplinary team to gather, structure, and prioritize agent experience related product requirements from stakeholders. Your goal will be to execute your roadmap across our advanced technology stack, delivering scalable, industry-leading services.

About the Role

Your responsibilities will include, but are not limited to:

- Own and drive the agent experience product vision, strategy, roadmap, and end user satisfaction in collaboration with business and other product, design, and engineering leads.
- Facilitate effective communication between end users and product development teams to ensure the delivery of an efficient agent experience and to translate insights into product features that address user needs.
- Build best-in-class and compliant, agent experience with accuracy, transparency, and efficiency.
- Lead the documentation and ongoing maintenance of product requirements for Product/IT to build technical applications across all products working alongside business strategy and franchise teams.
- Demonstrate deep understanding of the patient services internal and vendor landscape, including Benefit Investigation, Prior Authorization, Co-pay, patient & practice authorizations, consent / opt-outs, and ongoing re-fill management solutions, for all product archetypes.
- Update key stakeholders (PSC, Franchise, IT, Vendors) on product status to maintain their continued support.

Required Experience:

- Bachelor's Degree in relevant area. MBA or Advanced degree in quantitative subjects (e.g., Computers, Data Science, Statistics, Economics, Social/Life Sciences) strongly preferred.
- 5+ years of product/data management and technology experience in healthcare, life sciences and / or regulated industry.
- Minimum of 3 years of experience in patient services and reimbursement operations, either in Pharma or at reimbursement HUBs.
- Demonstrated understanding within the Patient services technology landscape.
- Multi-functional experience in Pharmaceutical or Healthcare, preferred.
- Familiarity with operating in regulated industries (HIPAA, FINRA, CCPA, etc.)
- Experience in driving results in a matrix organization.
- Creative analytical person with the capability to provide innovative solutions to challenges and roadblocks.
- Proven initiative-taker and ability to deliver strongly in a firsthand role.
- Proven expertise and a solid grasp of user-centered design principles, usability heuristics, and interaction design patterns.
- Knowledge of information architecture, wireframing, and prototyping.
- Familiarity with design tools like Figma, Sketch, or Adobe XD.
- Ability to conduct and interpret user research, including user interviews, surveys, and usability testing.
- Understanding of user personas and user journey mapping.
- Proficiency in applying design thinking methodologies to solve user problems.
- Ability to facilitate workshops, brainstorming sessions, and influence leadership teams

The pay range for this position at commencement of employment is expected to be between \$145,600 and \$270,400.00/year; however, while salary ranges are effective from 1/1/25

through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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 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
US

Business Unit
Marketing

地点
USA

站点
Remote

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

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a6ad03323577014679190", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.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 (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.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 } }; }
```

```
// Ensure the global player registry array always exists, regardless of embed type.
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =
thumbEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbEmbed() returns a
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to
capture the player directly. thumbEmbedPromise .then(function(player) {
window.kalturaPlayerVideos.push(player); // Notify kalturadatalayer.js that a new player is ready so
it can // attach custom event listeners immediately, regardless of when // the user clicked the
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {
console.error(e.message) }
```

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1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://www.novartis.com/sites/novartis.com/files/novartis-life-handbook.pdf>
3. <mailto:us.reasonableaccommodations@novartis.com>
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