

Customer Success Manager, Content Enablement Platforms

Job ID
REQ-10086380

9月 01, 2026

Czech Republic

摘要

#LI-Hybrid

Location: CzR, Prague

Novartis ambition is to be a recognized leader in Data, Analytics, AI & Platforms (DAP). Within Marketing Platforms, DAP is setting up a new content platform's product team to implement and manage platforms which support the end-2-end content journey for international, region and countries (IRC) to support and drive commercial, medical and value & access activities.

This role works in partnership with Data, Analytics, AI & Data Science, and other Commercial Launch Strategy (CLS) teams, Medical, Value & Access, IRC, S&G, DDIT, BSI and others to implement, and scale content platforms solutions across the commercial and medical value chain of Novartis.

The Customer Success Manager is responsible for driving adoption, training, and change execution across Content Platforms within their region, ensuring that solutions are effectively used and deliver business value.

In this role, the person:

- Drives adoption, training, and change execution in-region
- Owns one / multiple product area/s, partnering with the Product Owner to develop training materials
- Acts as the primary interface between global teams and country users

The role ensures that platforms are:

- Adopted and effectively used across markets, delivering measurable business value
- Supported through high-quality training, communication, and change management
- Continuously improved through structured feedback loops and regional insights

About the Role

Major Accountabilities:

- **Product Adoption & Value Realization.** Drive adoption and usage of Content Platforms across markets in their assigned region. Identify barriers to adoption and proactively resolve or escalate issues. Ensure alignment between platform capabilities and local business needs
- **Training & Adoption.** Deliver regional training programs (live, virtual). Adapt materials into regionally and/or locally relevant content and formats. Ensure users are fully equipped to use new features and capabilities.
- **Change Management & Rollout.** Execute regional change management plans. Conduct change impact assessments. Lead communication and engagement activities during feature releases and platform changes. Act as regional point of coordination during rollouts.
- **Stakeholder Engagement & Regional Alignment.** Build strong relationships with regional business teams, Market users, and local platform market leads.
- **Keep abreast of the latest thinking and best-in-class practices for change & training management for technology platforms.**

Minimum Requirements:

- University degree with an advanced degree in business, technology or related field preferred
- 6+ years of proven experience as a change & training manager, preferably in a product-focused environment
- **Languages:** English: Excellent written and verbal communication. Second language is a must (Spanish, Portuguese, German, French, Japanese, Italian)

Benefits: Read our handbook to learn about all the ways we 'll help you thrive personally and professionally: [Novartis Life Handbook](#)

Expected Annual Base Salary Range for role: 905,380.00 - 1,681,420.00 CZK

The base salary offered is determined based on gender-neutral objectives, such as relevant skills,

competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters. Long-term equity awards granted at group level may also be part of your package. Further details will be provided during the application process.

Note: Benefits and compensation may vary by country and are subject to local legal requirements, including provisions of collective bargaining agreements where applicable. A full overview of your compensation package, including any relevant collective bargaining agreement details applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

Commitment to Diversity & Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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 \(PDF 30 MB\)](#)

Primary location salary range
K č 905,380.00 - K č 1,681,420.00

部门
International

Business Unit
Marketing

地点
Czech Republic

站点
Prague

Company / Legal Entity
CZ02 (FCRS = CZ002) Novartis s.r.o.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a98254ed2bf9018150019", 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 =
thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() 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 kaltura_dataLayer.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) }

```

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to di.cz@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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