Manager - ERC Innovation Product Assurance

Job ID
REQ-10087341

十一月 13, 2026

India

摘要

ERC Innovation develops and supports a portfolio of products and technology-enabled solutions that strengthen Ethics, Risk & Compliance capabilities. These products support a range of business processes and user groups across the organization.
The Product Assurance function ensures that ERC products are reliable, well-supported and continuously improved throughout their lifecycle. The scope includes digital platforms, applications, workflow solutions, reporting products, automation and AI-enabled capabilities, together with their related processes and integrations.

Job Purpose

The Manager, ERC Innovation Product Assurance supports the ongoing operations, quality, adoption and continuous improvement of products in the ERC Innovation portfolio. The role works closely with Business System Owners/Product Owners, business stakeholders, vendors and IT/digital teams to keep assigned products reliable, user-friendly, well-supported and aligned with agreed business requirements.
This is a product assurance and operational support role. It does not carry Business/System Owner or Product Owner accountability.

About the Role

Product Operations & Support

- Provide operational support for assigned ERC products, including user queries, service requests and coordination of product-related issues.
- Monitor support trends, user feedback, open defects and enhancement requests to support prioritization and continuous improvement.
- Support incident, change and release activities in partnership with IT/digital teams, vendors, Business/System Owners and business stakeholders.

Testing & Release Assurance

- Execute and coordinate testing for defect fixes, enhancements, configuration and workflow updates, integrations and new functionality across assigned products.
- Prepare and execute test cases in appropriate test environments, document outcomes and run readiness checks before production deployment.
- Help maintain practical testing standards and structured test records for product changes.

Stakeholder Coordination

- Coordinate with Business/System Owners, GPOs, Business Coordinators, vendors and IT/digital teams to keep communication clear and follow-up on product changes tight.
- Track actions on defects, enhancements, release items, user feedback, training needs and operational improvements.
- Support structured discussions with process and business stakeholders to understand requirements, clarify impacts and confirm operational readiness.

Configuration & Administration Support

- Support product configuration and administration, including master data maintenance, user onboarding/offboarding, access management coordination, organizational unit updates and activity/category changes.
- Maintain configuration documentation, operating procedures, release documentation and support records.
- Escalate technical, functional or data issues to the right owners and follow through to resolution.

User Enablement, Reporting & Continuous Improvement

- Develop and maintain training materials, quick reference guides, user communications, knowledge articles and product support content.
- Provide functional guidance to users on business processes and product usage, under the guidance of the relevant Business/System Owner or Product Owner.
- Build and maintain dashboards, KPIs, Power BI reports and operational insights covering product support, adoption and service quality.
- Identify automation, simplification and productivity opportunities, including AI-enabled ones, to

improve user experience and product effectiveness.

Essential Requirements

- **8+ years of experience** in product operations, business applications support, service management, digital product support or technology-enabled business processes.
- Proven experience supporting enterprise products and platforms, working across business, technology, vendor and operational teams in a global environment.
- Hands-on experience in testing, defect management, release support, incident management, change management, application support or platform operations.
- Experience coordinating cross-functional stakeholders and driving follow-up on system enhancements, operational improvements and user adoption.
- Experience creating and interpreting KPIs, dashboards, Power BI reports and operational metrics.
- Strong stakeholder management, communication, problem-solving, planning and organizational skills.
- University degree or equivalent experience in Business, Technology, Operations, Life Sciences or a related discipline.

Desirable Requirements

- Understanding of Ethics, Risk & Compliance processes and how they are supported by digital products.
- Understanding of the pharmaceutical industry and its business context.
- Experience with enterprise workflow platforms, ServiceNow, Power BI, Excel or AI-enabled solutions.

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部门
Ethics Risk & Compliance

Business Unit
Audit & Compliance

地点
India

站点
Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Legal & Intellectual Property & Compl.

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6af7209e9a014358145763", 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) }

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