

Senior Product Manager

Job ID
REQ-10026512
Mar 21, 2025
USA

Summary

With more than 30 medications in market and up to 10 new medications expected to launch over the next 5 years, Novartis Patient & Specialty Services (PSS) is on the forefront of transforming how the industry helps patients start and stay on their prescriber's plan. We are committed to simplifying the journey for patients and healthcare professionals that help them. Our ambition is high but we are proud and not satisfied. If you'd like to be part of our journey, then come join our team!

The Senior Product Manager is a member of the Agile Team responsible for defining user stories and prioritizing the backlog for a scrum team (which also includes developers, testers, and a scrummaster). This backlog reflects the execution of program priorities while maintaining the conceptual and technical integrity of the software and its underlying components.

The Senior Product Manager has a significant role in maximizing the value produced by the team and ensuring stories meet the user's needs and comply with the definition of done. This role has significant relationships and responsibilities outside the scrum team, including working with Product Management, Operations, Customer and User Experience Design, Launch and Operations Excellence, and other stakeholders.

The Senior Product Manager is the member of the Agile team who serves as the customer proxy responsible for working with Product Management and other stakeholders—including other Product Managers—to define and prioritize stories in the Team Backlog. This allows the Solution to effectively address program priorities while maintaining technical integrity. The Senior Product Manager works with the rest of the scrum team, where they typically share management, incentives, and culture. The Senior Product Manager also attends the relevant Product Management events for planning and Program Backlog/Vision refinement.

About the Role

Your responsibilities will include, but are not limited to:

- Integrate third party partners with an open ecosystem working effectively with third party to define and implement integrations.
- Write user stories, provide the clarifications necessary to assist the team with their story estimates and sequencing. The scrum team also work together to determine their team PI objectives for the upcoming PI.
- Create and maintain the scrum team backlog, including user stories and enablers
- Build, edit, prioritize and maintain the team backlog with input from solution architects, developers, testers, and other stakeholders,
- Identify and coordinate dependencies with other Product Managers
- Review and contribute to the program vision, Roadmap, and content presentations.
- Preparing for and participating in product increment planning
- Accept stories by validating that the story meets acceptance criteria, that it has the appropriate,

persistent acceptance tests, and that it otherwise complies with its Definition of Done (DoD).

- Account for enabler work their team is dependent on to complete a story
- Participate in demos, retrospective, Inspect and Adapt (I&A) workshop, PO/PM syncs and other ceremonies as required.

Required Experience:

- Bachelor's Degree required advanced degree preferred
- Experience with cloud-based applications that support patients, HCPs, providers and employees that help them, such as wellbeing apps, CRM, call center, reimbursement, payer, and EHR/EMR.
- Experience in developing scalable integrations with a comprehensive approach, considering user experience, system reconciliations, and monitoring is preferred.
- Familiarity with healthcare protocols and United States-based processes in pharmaceutical manufacturer, wholesale distributor, patient services, healthcare system, pharmacy, pharmacy benefit management (PBM), and/or payor systems
- 5+ years of technology product management experience or equivalent (i.e. Integrations, program management, consulting)
- Knowledge of when to use real time vs Batch integration and healthcare data interchange standards such as FHIR and ICD 10.
- 1+ years experience in the biopharmaceutical industry including pharmaceutical sales, marketing, reimbursement or patient services
- Agile Software development experience
- Strong visual design and user experience skills
- Experience with launching new products
- Travel as required

The pay range for this position at commencement of employment is expected to be between \$124,00.00 and \$186,000.00 per year; however, while salary ranges are effective from 1/1/24 through 12/31/24, 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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:
<https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

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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.

Division

US

Business Unit

Innovative Medicines

Location

USA

State

New Jersey

Site

East Hanover (New Jersey)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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