

# Whatfix Lead

Job ID  
REQ-10041227  
Feb 26, 2025  
India

## Summary

Job Description Summary  
Location: Hyderabad #LI Hybrid

About the role:

The Whatfix Lead will have overall responsibility of Whatfix Approach in LDC participating and collaboration on Whatfix functionality (current and new) within NVS standards. Liaison & Support between Business Process Management and Whatfix team, included new Apps Configuration, Analysis & Development. Supporting all activities related to new/existing team members, access management and content creation. Responsible to drive and conduct workshops and demonstrations in the tool to provide walkthroughs of the system to new members. Responsible and accountable for uniform user experience across the applications and countries deployed. Owner and responsible to maintain LDC Dashboards.

## About the Role

### Major Accountabilities

- Whatfix functionality (Across all functions in LDC (FI&PRO, COM, OPS))
  - A. Use case identification and Requirements finalization
  - B. Design & Development
  - C. User Acceptance Testing
  - D. Content Operations Enhancements and Changes post go-live
  - E. Responsible and accountable for uniform user experience across the applications and countries deployed
  - F. Participate in the Investigation of current and new Whatfix functionality
  - G. Participate in the Testing of current and new Whatfix functionality
  - H. Participate in the Implementation of current and new Whatfix functionality
  
- WF Admin - across LDC Dashboards
  - A. User access Management in Whatfix
  - B. Maintain "Themes" in Whatfix to align with the Novartis Brand Identity
  - C. Ensure content is structured as agreed within the Whatfix Dashboard
  
- Access Management (S/4HANA)
  - A. User access Management in S4/HANA
  - B. Training environment support for KT sessions

- Minimum Bachelors with 5+ years' experience with WhatFix
- Project management, experience of managing multiple complex projects at the same time
- Advanced S/4HANA knowledge
- Experience with Learning tools to produce training content
- Strategic thinking, planning and execution; business savvy
- Consulting, facilitation and business partnering skills

### Desired Skills

- Ability to work with a cross-functional, cross-cultural team within a matrix organization
- Strong customer service orientation

**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?

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Division

Operations

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Please include the job requisition number in your message.

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