

Field Technical Expert (Radio Ligand Therapy)

Job ID
REQ-10044424
Mar 23, 2025
Japan

Summary

The Radioligand Therapy Technical Expert (RLT TE) will directly interact with Healthcare Practitioners to provide specialized training on the proper techniques and procedures to follow for the safe preparation of Radioligand Imaging (RLI) and Radioligand Therapy (RLT) with required equipment in collaboration with HCS specialists. The post holder will also utilize their expertise to resolve complex technical issues regarding the delivery of Novartis RLT & RLI products to patients in treatment facilities. RLT COMs will manage the evaluation of potential RLT Centers to ensure site readiness to deliver all Novartis RLI & RLT products, including 68 Ga generator, Locametz, Pluvicto, and Lutathera.

About the Role

Major Accountabilities

Support treating hospitals for specific topics such as (but not limited to):

- Transfer the knowledge especially about 68Ga generator and other related imaging facilities to the market.
- Providing technical training on the preparation and calibration of RLT and RLI, including the operation and maintenance of RLT and RLI-related equipment, in accordance with product specifications and licenses.
- Manage coordination of other Operations teams and Quality to resolve complex technical issues related to RLT and RLI
- Responding to technical queries related to RLT and RLI from internal and external customers in a timely, accurate, and professional manner.
- Conducting rigorous investigations when technical issues arise with RLT and RLI, to identify root causes, develop remedial actions, and prevent future occurrences. This includes compiling detailed incident reports, coordinating with internal teams and external partners, and implementing corrective measures in alignment with Novartis standards and regulatory requirements.
- Supporting customers to achieve site readiness for RLIs by advising on the proper setup of equipment and facilities
- Keeping up to date with the latest developments, technical specifications, best practices, and licensing requirements for RLT and RLI
- Collaboratively work with HCS specialists in field to respond to customer needs in timely manner.
- Evaluating customers capabilities to safely handle and prepare radiopharmaceuticals.
- Identifying opportunities for future partnerships / collaboration with existing and potential customers
- Maintaining accurate records of interactions with customers, including requests for training and input on technical issues in line with Standard Operating Procedures.

- Prepare technical FAQ for customers and HCS specialists.

Key Performance Indicator

- Management of existing RLT center Operations & Technical issue response
- Building trust and confidence with internal and external customers
- Providing best in class training / set up of new accounts
- Provide RLT Centers with recommendations for set up, proper equipment, receiving and managing of waste materials
- Responding to requests for technical support in a timely and efficient manner
- Ensuring that all reports and information provided to internal and external stakeholders are of high quality
- Complying with all laws, regulations, and policies governing the preparation and calibration of RLT and RLI

Education:

- Bachelor's degree minimum in Biochemistry, Chemical Engineering, Pharmaceutical Technology, or a related discipline (or equivalent business experience).
- Advanced degree in business, bioscience, or related field a plus
- Experience/Professional requirement:
 - Minimum of 3 years of experience as a Radiologist, Radiology Technician, Radiochemist, Radiopharmaceutical Scientist, or similar role
 - Knowledge about Imaging devices and radiology.
 - Solid understanding of radiopharmaceutical reconstitution and quality control analysis
 - Solid understanding of the pharmaceutical industry and customer needs
 - Strong track record of successful team collaboration and delivery of results

Languages:

- Japanese fluency required
- English for technical discussion required

Required Skill:

- Strong communication skills with a natural ability to establish relationships and address customer issues
- Well-structured and analytical, strong conceptual thinking, and process-orientation
- Proficiency in Microsoft Office: Microsoft Excel, PowerPoint, and Word
- Able to document and follow processes well and good presentation skills.
- Must be a confident personality with a can-do attitude who is willing to expose issues
- Able to operate in ambiguity and easily adapt to change
- Problem-solving skills and new solution mindset with a strong orientation towards action and results.
- Ability to work well across a matrix organization with strong collaboration skills to put in place systemic solutions that address root cause and deliver on expected timelines
- Operational efficiency, precision, and attention to detail is a must
- Up to 60%-80% travel within Japan and regions (as needed)

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>

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Division

International

Business Unit

Innovative Medicines

Location

Japan

Site

Toranomon (NPKK Head Office)

Company / Legal Entity

JP05 (FCRS = JP005) Novartis Pharma K.K.

Functional Area

Market Access

Job Type

Full time

Employment Type

Regular

Shift Work

No

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