

Assoc. Dir. DDIT US&I Sol.Del.Analytics Prod

Job ID
REQ-10050854
May 09, 2025
India

Summary

At Novartis, innovation is at the heart of everything we do — and AI is a key enabler in how we reimagine medicine. As an Associate Director Solution Delivery – AI Products, you'll lead the development and delivery of advanced AI solutions that transform commercial operations in the U.S. market.

You will sit at the intersection of technology, data science, and business — owning the product lifecycle from discovery to deployment, while fostering a culture of experimentation, innovation, and continuous delivery. Working within the DD&T Commercial organization, you'll turn novel ideas into production-ready products that deliver real-world impact.

About the Role

Key Responsibilities

Product Strategy & Innovation

- Shape and own the product roadmap for AI solutions that power next-gen commercial capabilities — including intelligent targeting, omnichannel orchestration, and HCP engagement optimization.
- Drive innovation by scouting new AI technologies, validating ideas through MVPs and pilots, and scaling high-value solutions.
- Translate commercial objectives into actionable technical requirements and solution architectures.

Technical Delivery & Solution Ownership

- Lead cross-functional teams (data science, data engineering, MLOps, digital product) to build, deploy, and operate production-grade AI solutions.
- Oversee technical delivery from data ingestion and model development to deployment, monitoring, and retraining.
- Ensure models are performant, scalable, secure, and seamlessly integrated into platforms such as CRM and content engines.

Stakeholder Management & Business Alignment

- Partner with commercial stakeholders (field teams, marketing, analytics) to define needs, align priorities, and drive adoption.
- Act as a translator between business and technical teams — clearly communicating trade-offs, timelines, and value.
- Provide thought leadership and influence stakeholders at multiple levels, from working teams to senior leadership.

Compliance & Responsible AI

- Ensure solutions align with Novartis standards and external regulations
- Embed ethical AI principles into product design — including fairness, transparency, and accountability.

Core Technical Focus Areas

- **AI/ML Development:** Supervised learning, NLP, recommender systems, experimentation frameworks.
- **Data Infrastructure:** Scalable pipelines, real-time data ingestion, structured/unstructured healthcare data.
- **MLOps:** Model deployment, versioning, monitoring, and retraining workflows (MLflow, Airflow, SageMaker, etc.).
- **Integration:** REST/gRPC APIs, integration with CRM (e.g., Veeva), content platforms, and campaign engines.
- **Cloud Platforms:** AWS, Azure, or GCP environments for AI/ML workloads and data operations.

What You'll Bring

- 5+ years of product management experience, with 2+ years in AI/ML or data-centric product delivery.
- Strong technical foundation and experience working closely with engineering and data science teams.
- Demonstrated ability to deliver AI products from concept to production, including service ownership.
- Strong stakeholder management skills, with the ability to influence across technical and business domains.
- Experience in healthcare, life sciences, or other regulated environments is a plus.

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

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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