

# Associate Director, Novartis Patient Support (NPS) Enterprise Platform Management (1 of 3)

Job ID

REQ-10051795

May 15, 2025

USA

## Summary

**Location:** This opportunity is located at the Novartis East Hanover site and will not have the ability to be located remotely.

## About the Role

The Associate Director, NPS Enterprise Platform Management will lead the strategy, design, implementation, and delivery of user experience initiatives for Patients, Practices, Patient Support Center (PSC) agents, and the brand field force teams. This role focuses on optimizing patient experience and outcomes by overseeing user needs, workflows, and engagement channels that drives access and adherence to Novartis medicines. By leveraging user research, journey mapping, and data-driven insights, this leader will define and monitor key metrics such as resolution time, patient satisfaction, and program efficiency to drive continuous improvements to outcomes and operational performance.

In this position, you will collaborate with a diverse and multidisciplinary team to gather, structure, and prioritize agent experience related product requirements from stakeholders. Your goal will be to execute your roadmap across our advanced technology stack, delivering scalable, industry-leading services.

## Your responsibilities will include, but are not limited to:

- Own and drive the agent experience product vision, strategy, roadmap, and end user satisfaction in collaboration with business and other product, design, and engineering leads.
- Facilitate effective communication between end users and product development teams to ensure the delivery of an efficient agent experience and to translate insights into product features that address user needs.
- Build best-in-class and compliant, agent experience with accuracy, transparency, and efficiency.
- Lead the documentation and ongoing maintenance of product requirements for Product/IT to build technical applications across all products working alongside business strategy and franchise teams.
- Demonstrate deep understanding of the patient services internal and vendor landscape, including Benefit Investigation, Prior Authorization, Co-pay, patient & practice authorizations, consent / opt-outs, and ongoing refill management solutions, for all product archetypes.
- Update key stakeholders (PSC, Franchise, IT, Vendors) on product status to maintain their continued support.

## Required Qualifications:

- 5+ years of product/data management and technology experience in healthcare, life sciences and / or

regulated industry.

- Minimum of 3 years of experience in patient services and reimbursement operations, either in Pharma or at reimbursement HUBs.
- Demonstrated understanding within the Patient services technology landscape.
- Multi-functional experience in Pharmaceutical or Healthcare, preferred.
- Familiarity with operating in regulated industries (HIPAA, FINRA, CCPA, etc.)
- Experience in driving results in a matrix organization.
- Creative analytical person with the capability to provide innovative solutions to challenges and roadblocks.
- Proven initiative-taker and ability to deliver strongly in a firsthand role.
- Proven expertise and a solid grasp of user-centered design principles, usability heuristics, and interaction design patterns.
- Knowledge of information architecture, wireframing, and prototyping.
- Familiarity with design tools like Figma, Sketch, or Adobe XD.
- Ability to conduct and interpret user research, including user interviews, surveys, and usability testing.
- Understanding of user personas and user journey mapping.
- Proficiency in applying design thinking methodologies to solve user problems.
- Ability to facilitate workshops, brainstorming sessions, and influence leadership teams.

#### **Education:**

- Bachelor's Degree in relevant area. MBA or Advanced degree in quantitative subject (e.g., Computers, Data Science, Statistics, Economics, Social/Life Sciences) strongly preferred.

#### **Novartis Compensation and Benefit Summary:**

The pay range for this position at commencement of employment is expected to be between \$132,300.00 and \$245,700.00 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>

**EEO Statement:**

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](mailto: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

Universal Hierarchy Node

Location

USA

State

New Jersey

Site

East Hanover

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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