

Learning Technology Manager

Job ID
REQ-10045167
Apr 04, 2025
Ireland

Summary

The Learning Technology Manager will be part of the US Learning Operations and Strategy team supporting a variety of organizational and programmatic learning and development efforts, with a strategic focus on learning survey analytics, evaluation strategy, evidence collection and impact measurement. A key area will be implementing the learning impact measurement framework with clear focus on building “outcome-oriented learning “as a key learning capability.

This role will be closely working with the US teams in CE Skills & Capabilities Training, CE Commercial Operations, Insights and Decision Science, Product Management, and IT.

About the Role

Key Responsibilities:

- Collaborate on the development, improvement & implementation of Training technology tools and platforms for the Customer Engagement organization. Develop and provide advice and guidance to ensure new projects and programs are rooted in best practice.
- Lead and consult evaluation on frameworks design and tools, as well as troubleshooting on existing platforms. Integrate learning data from diverse systems to create a holistic view of learner experiences and outcomes, contributing to Level 4 storytelling
- Partner with IDS and other internal teams for data collection, verification, analysis and reporting. Communicate the same to different collaborators.
- Facilitate team capability building in impact analysis, systems thinking, evaluation frameworks/methods, outcomes measurement and assessment, and high-quality data collection and analysis.
- Conduct research on new approaches and tools and engage with sales teams to help Novartis associates continually learn and benefit from the newest evidence
- Support and promote a culture of reflection, learning, and data-based decision making.
- Partner with the learning portfolio and design teams to ensure that evaluation and measurement strategy are integrated and planned into dashboard design.
- Partner with AD, Learning Technology, in delivering dashboards and related reports for various outcomes and metrics.
- Develop data collection mechanisms for the US CE Training Operations team, including the development of survey instruments, interview guides, and assessment tools.
- Conduct analysis and author synthesis of qualitative and quantitative data.
- Support the adoption of new ways of working using Agile principles on local level

Essential requirements:

- 7+ years managing data analysis and technology projects, preferably in Pharmaceuticals or Life Sciences.
- 5+ years delivering complex learning technology projects (including AI-enabled tools) in L&D teams.
- Skilled in designing and developing Power BI applications and survey tools.
- Expertise in integrating AI learning tools into existing programs.
- Strong technical capabilities in learning tech platforms and programming skills.
- Proven experience working with senior leaders in a matrixed organization.
- Strong interpersonal, cross-functional collaboration, influencing without direct authority, and vendor management skills.
- Advanced analytical skills to manipulate large datasets from multiple sources.
- Exceptional English verbal and written communication skills, with the ability to effectively convey technical and business concepts to diverse stakeholders.
- Bachelor's degree required

Desired requirements:

- Familiarity with Kirkpatrick's Four Levels of Training Evaluation is a strong plus.
- MBA or technical certification preferred.

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Division

US

Business Unit

Universal Hierarchy Node

Location

Ireland

Site

Dublin (NOCC)

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Alternative Location 1

Prague, Czech Republic

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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