

Whatfix Lead

Job ID
REQ-10041227

May 07, 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 Requirements:

- 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

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Operations

部門
Innovative Medicines

国
India

勤務地
Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Human Resources

職種
Full time

雇用形態
Regular

Shift Work
No

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