

AD, Health Information Technology (Philadelphia) - REMOTE

Job ID

REQ-10041916

Apr 21, 2025

USA

Summary

The Associate Director, Health Information Technology (ADHIT) will proactively lead strategic initiatives and engage with key customers, primarily US health systems and provider groups, as a technical subject matter expert. This is an enterprise role working across all 4 prioritized Therapeutic Areas of Interest: Cardiology, Renal, and Metabolic (CRM), Oncology, Immunology, and Neurosciences. The main focus of this role is to educate these customers about health information technology (HIT) systems, including electronic health records (EHR), to enhance diagnosis, treatment, and patient management with tools that enable, for example, clinical workflows, patient stratification, and patient activation and outcomes at the point of care.

Location: This position will cover the Philadelphia region, including but not limited to Philadelphia, PA, Jersey City, NJ, Reading, PA, Lancaster, PA, Toms River, NJ, and will require up to 50% travel. The associate must reside within territory, or within a reasonable daily commuting distance of 50 miles from territory border.

About the Role

Key Responsibilities:

- Define and identify key clinical and key customer stakeholders, such as: as CMIOs, clinical stakeholders, and EHR/EMR vendors, and participate in Health IT-related engagements at the site of care
- Act as a trusted point of contact for population health/health information technology initiatives
- Conduct regular meetings with customers to provide appropriate Health IT-related information
- Create and execute key account plans for how to navigate the customer landscape plus execute on key initiatives
- Serve as technical and workflow subject matter expert to the broader Novartis Account Management team
- Collaborate with Novartis cross-functional account teams for identified accounts, contributing strategic insights on care management evolution, quality and care initiatives, and HIT implementation and governance
- Contribute to the development of FUSE-approved, scalable, EHR-enabled tools and resources in relation to key therapeutic areas.

Essential Requirements:

- **Education:** Bachelor's degree required
- Minimum of 5 years of experience in Health Information Technology (HIT), health care systems, electronic health records (EHR), or related pharmaceutical or healthcare experience

- Experience in applying health information technology in in-patient and ambulatory settings
- Strong organizational, written, and oral communication skills to effectively manage diverse needs, meet deadlines, and evaluate results
- Excellent presentation skills
- Customer Obsessed: Demonstrated customer-facing experience with a strong customer service mindset. Deep understanding of customer needs and preferences
- Demonstrated leadership capabilities, including the ability to influence and collaborate with peers, strategic acumen, development and coaching of others to achieve impactful outcomes

Desirable Requirements:

- Hands-on experience with EHR products, such as Epic, Allscripts, eClinicalWorks, and Cerner
- Integration of clinical systems across the care continuum
- Understanding of the Health IT landscape and its various stakeholders
- Knowledge of healthcare reform initiatives and their impact on health systems, pharmaceutical companies, and payers

The pay range for this position at commencement of employment is expected to be between \$132,300 and \$245,700 per year; however, while salary ranges are effective from 1/1/25 through 12/31/25, 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.

The individual hired for this role will be required to successfully complete certain initial training, including home study, in eight (8) or fewer hours per day and forty (40) or fewer hours per week.

Driving is an essential function of this role, meaning it is fundamental to the purpose of this job and cannot be eliminated. Because driving is an essential function of the role, you must have a fully valid and unrestricted driver’s license to be qualified for this role. The company provides reasonable accommodations for otherwise qualified individuals with medical restrictions, if an accommodation can be provided without eliminating the essential function of driving.

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 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

Innovative Medicines

Location

USA

State

Field, US

Site

Field Non-Sales (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

Jersey City (New Jersey), New Jersey, USA

Alternative Location 2

Philadelphia (Pennsylvania), Pennsylvania, USA

Alternative Location 3

Reading (Pennsylvania), Pennsylvania, USA

Alternative Location 4

Toms River (New Jersey), New Jersey, USA

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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