

Director, AI and Innovation UX

Job ID
REQ-10043982
Mar 17, 2025
USA

Summary

This position will be located in East Hanover, NJ. Cambridge, MA may be an option.

About the Role

The Insights and Decision Science (IDS) team is dedicated to enabling improved decision making at Novartis by leveraging superior data to identify actionable insights that drive enhanced performance. We collaborate closely with the US business, bringing insights and challenging ideas to empower smarter, data-driven decision-making. Reporting into the VP, Head, AI and Innovation, Director AI and Innovation UX is crucial in driving the delivery of a superior UX experience for all AI products across Novartis.

This position plays a pivotal role in leading the team that will develop user interfaces to promote broader usage and adoption of AI products across the Novartis business. By overseeing collaboration with end-users to create effective data visualization tools the Director, AI and Innovation UX transforms innovative ideas into visually appealing tools that will facilitate insight generation. This individual will help develop UX wireframes, oversee usability testing, and conduct UX benchmarking all to develop an innovative user experience. This role ensures seamless collaboration across functions, fostering a culture of continuous improvement and operational excellence, ultimately contributing to the advancement of pharmaceutical development and patient care.

Key Responsibilities:

- Lead strategic planning and oversight of design research to identify user needs and enhance data product experiences
- Direct periodic benchmarking against top tools to integrate UX innovations and maintain competitiveness
- Oversee wireframe creation and usability testing to improve user experience intuitiveness and satisfaction
- Develop strategies to increase AI product usage and ensure effective user interface design
- Establish measurement of user engagement with user-centric leading indicators and outcome measures
- Encourage collaboration with end-users to create data visualization tools and integrate feedback for product improvement
- Oversee design research and benchmarking to align UI/UX with best practices and explore new design approaches
- Build and communicate strategic roadmaps for user experience projects to achieve objectives
- Ensure user experience initiatives address key business objectives like user engagement and product usability

Essential Requirements:

Novartis seeks individual with a robust background in User-Experience Design and Innovation. They should have a proven track record in designing user interfaces that lead to impactful user experiences and meet business needs. The candidate should be adept at comprehensive design principles and be able to collaborate with a wide range of stakeholders to bring their visions to life, while meeting key milestones. A commitment to driving continuous improvement in AI solutions, informed by data insights and industry trends, is vital to this role.

Additional qualifications are as follows:

- Bachelor's degree in related field is required; MBA preferred
- A minimum of 8 years of experience in digital design, interaction, and visual design preferred, ideally in the pharma/life science industry
- Proficient in design and prototyping tools such as Sketch, Figma, Adobe XD, or similar
- Strong understanding of UX/UI principles and methodologies
- Familiarity with AI technologies and their application in product design
- Must possess an ability to foster cross-functional alignment of key stakeholders to create a disciplined, ambitious, and collaborative, global, commercial operating platform
- Strategic planning capability combined with an outstanding ability to drive execution with a focus on directing operational enhancements to increase quality and effectiveness
- Strong communication and interpersonal skills to effectively collaborate with stakeholders and team members
- Works effectively across functions as a team player to seamlessly help to achieve common goals without hierarchy, politics, or self-interest
- Ability to work in a dynamic, fast-paced, multifunctional team environment
- Strong communicator with excellent interpersonal skills and team orientation
- Strong organization skills, detail oriented and customer focused

The pay range for this position at commencement of employment is expected to be between \$168,000.00 and \$312,000.00 a 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.

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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<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>

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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

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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