

# SM, PSC Operations Insights

Job ID  
REQ-10047015  
May 22, 2025  
USA

## Summary

This position will be located at either the Tempe, Arizona or East Hanover, NJ location and will not have the ability to be located remotely.

## About the Role

### Job Purpose

The Insights and Decision Science (IDS) team is dedicated to enabling improved decision making at Novartis by leveraging data and advanced analytics capabilities to generate actionable insights that drive business growth. We collaborate closely with the US business, bringing insights and challenging ideas to empower smarter, data-driven decision-making.

Reporting to the Dir, PSC Operations Insights, the Senior Manager, PSC Operations Insights will provide operational insight in support of and project delivery support to, PSC teams for select existing and launch brands (~\$2B in annual sales). In this role, you will understand complex and critical business problems, formulates integrated analytical approach to mine data sources, employ statistical methods and machine learning algorithms to contribute solving unmet medical needs, discover actionable insights and automate process for reducing effort and time for repeated use.

### Key Responsibilities

- Project manage own tasks and works with allied team members; plans proactively, anticipates and actively manages change, sets stakeholder expectations as required, identifies operational risks and drives issues to resolution, minimizes surprise escalations, with initial support from supervisors
- Understand life science data sources including preclinical, clinical, sales, contracting, promotions, social media, patient claims and Real-World Evidence
- Research and co-develop with supervisor in data management, new algorithms, methods, statistical models and business models and providing insight into structured and unstructured data,
- Quickly learn the use of tools, data sources and analytical techniques needed to answer a wide range of critical business questions' support the evaluation of the need of technology and novel scientific software, visualization tools and new approaches to computation to increase efficiency and quality of the Novartis practices
- Independently identifies research articles and propose them for application to Novartis business problems
- Develop automation for data management, repeatedly refreshing analysis and generating insights
- Articulates solutions /recommendations to business users. Works with senior data science team member to present analytical content concisely and effectively; ability to provide understandable and actionable business intelligence for key stakeholders

- May lead a small team or in-depth technical expertise in a scientific / technical field depending upon the career path (Manager/Individual contributor)
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.
- Distribution of marketing samples (where applicable)

### **Essential Requirements:**

Novartis seeks individual with extensive experience in pharmaceutical market dynamics, with a strong focus on formulary management and utilization strategies. The individual should have a proven track record of analyzing prescribing patterns and market trends to drive strategic decision-making and cost-saving initiatives. The candidate must demonstrate expertise in developing and communicating access strategies to healthcare professionals, ensuring alignment with regulatory standards.

**Education:** Bachelor's degree in related field is required; Master of Science and/or MBA preferred

- Minimum of 5 years strategic decision support, forecasting, performance tracking or marketing analytics; pharma industry preferred
- 2+ years of relevant experience in Data Science.
- In-depth mastery of external environment and trends; understanding of overall work completed by PSCs
- Success in the areas of commercial pharmaceuticals and a track record of execution, handling complex analysis, and results; Track record delivering global solutions at scale.
- Experience analyzing complex situations and processes and effectively integrating and synthesizing the data to form a complete cohesive picture
- Strong interpersonal, communication, influencing and analytical skills combined with an ability to successfully collaborate across a matrix organization; excels at interacting with a diverse group of people, all levels of management, including senior leadership
- Ability to develop and implement programs that deliver improved business results in a timely manner combined with ability to adapt to changes within the internal and external environment
- Excellent Powerpoint, Excel skills including VBA/macro-programming and broad-based awareness of coverage tools, IQVIA and other CRM engagement platforms, such as VEEVA.

The pay range for this position at commencement of employment is expected to be between: \$103,600.00 and \$192,400.00/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>

**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

Arizona

Site

Arizona

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

East Hanover (New Jersey), New Jersey, USA

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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