

Support and Training Lead - data42

Job ID

REQ-10047350

Apr 09, 2025

India

Summary

The Support and Training Lead manages support operations and designs training programs, while ensuring resolution of complex technical issues and maintaining high customer satisfaction.

About the Role

The Support and Training Lead is responsible for managing and optimizing support processes, as well as designing and executing training programs for both employees and customers. This position involves addressing complex technical issues, leading a support team, developing training materials, and ensuring a high level of customer satisfaction.

Major Accountabilities

- Develop, implement, and oversee the support procedures and policies.
- Lead the support team in addressing customer requests and complaints and ensure prompt and efficient resolution.
- Create, execute, and manage training programs targeted towards employees and customers, including workshops, one-on-one sessions, and online materials.
- Own onboarding training(s) approach/ sessions for new customers, ensuring they understand how to effectively use the platform.
- Work closely with the product and tech teams to gain comprehensive product knowledge to create a training curriculum tailored to different learning styles and knowledge levels.
- Monitor and evaluate the effectiveness of training programs and make necessary adjustments for improved outcomes.
- Regularly communicate with customers, understand their concerns, and tailor training to address these issues effectively.
- Ensure the training materials are up to date with the latest product features and industry trends.
- Manage and assess the performance of the support team, providing feedback and training as needed.
- Essential individual to upgrade the User Experience of the data42 platform.

Education & Experience:

- Master's degree in a relevant field, such as Education, Business, or IT.
- Proven experience in customer support, technical support, or training roles within the pharmaceutical, life sciences, or healthcare industries.
- Strong understanding of effective teaching methodologies and tools.
- Strong ability to communicate technical concepts clearly to both technical and non-technical audiences, both verbally and in writing.

- Experience creating engaging and effective training materials, from video tutorials to interactive learning experiences.
- Ability to think critically, troubleshoot complex issues, and provide solutions that meet the specific needs of customers in the pharmaceutical field.
- Customer-centric mindset with a passion for helping users achieve success.
- Excellent problem-solving and leadership skills.

Technical / Functional Skills & Knowledge

- Solid understanding of the industry and product.
- Proficiency in relevant software tools and platforms like Palantir

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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Division

Biomedical Research

Business Unit

Pharma Research

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Please include the job requisition number in your message.

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