

# Digital Operations Intern

Job ID  
REQ-10075671  
апр 10, 2026  
Бельгия

## Сводка

Are you a curious and creative individual with a problem-solving mindset? Do you have a passion for technology and a desire to learn and grow continuously? Then this opportunity as an Intern in Digital at Novartis BeLux is the one you have been looking for!

As a Digital Operations Intern, you'll help run and improve our HCP (Health Care Professionals) portal, one of the key digital touchpoints for healthcare professionals in Belgium. You'll work at the intersection of execution, analysis and continuous improvement: coordinating requests, supporting content and configuration updates, and using analytics to spot opportunities to optimize performance and user experience. You will also build your automation skills, develop your ability to influence and think strategically, and learn how to work across domains and functions.

This is a hands-on internship where you'll be trusted with real responsibility, empowered to drive your own deliverables, and supported by a Digital Manager who will coach you along the way.

## About the Role

### Key Responsibilities

- Support the operational back-end for the HCP portal.
  - Coordinate and track incoming portal requests.
  - Support content updates, page requests, and minor configuration changes.
  - Act as a liaison with the webmaster, IT, external digital agency(s)
  - Run a basic pre-release QA checklist (links, key pages, formatting, tracking presence) and document results for review.
  - Log defects, escalate risks, and support re-testing after fixes, with final go/no-go approval retained by the Digital Manager.
  - Maintain clear documentation of requests, status, and outcomes.
- Support digital analytics and continuous optimization
- Support digital process improvement and documentation
- Digital governance/compliance operational support.
  - Maintain governance evidence (approvals, release notes, documentation) in the agreed repository to support audit readiness.
  - Track required training and access requests for relevant tools and follow up with stakeholders until completion/closure.

### What We Ask

- Currently enrolled in (or recent graduate of):
  - Digital / Business / Marketing / IT / Data-related degree
- Strong operational mindset:
  - Hands-On & Proactive
  - Organized
  - Detail-Oriented
  - Comfortable with structured operational work and follow-through
- Analytical curiosity:
  - You like understanding why something performs the way it does
- Ability to solve complex problems using technology in innovative ways.
- Fluent in English
- Knowledge of Drupal 10 (Preferred)
- You are available for a minimum of 3 months and ideally for 6 months

### What You'll Learn

- How a global digital platform is operated locally - from intake and prioritization to release and ongoing optimization
- How to deliver digital updates in a regulated environment, balancing speed, quality, and compliance
- The end-to-end lifecycle of digital operations: **request** → **delivery** → **QA** → **measurement** → **optimization**
- Practical experience coordinating with cross-functional stakeholders (business, IT, webmaster, agency)
- How to translate basic analytics into clear, actionable recommendations for improvement
- A structured internship experience where you will be trusted with responsibility, empowered to achieve your goals, and supported to unlock your potential

**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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International  
Business Unit

General Management  
Место  
Бельгия  
Сайт  
Vilvoorde  
Company / Legal Entity  
BE03 (FCRS = BE003) Novartis Pharma nv-sa  
Functional Area  
Маркетинг  
Employment Type  
Temporary (Fixed Term)  
Shift Work  
No

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