

Manager, Programs and System Training

Job ID
REQ-10077289
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США

Сводка

#LI - Hybrid

This position will be located at the East Hanover, New Jersey site and will not have the ability to be located re-motely. This position will require travel as defined by the business (domestic and/ or international).

The Manager, Programs & Systems Training will be aligned to intake, program case management, coverage and access, and/or system training functions, and will be responsible for supporting the creation of program and system curricula, supporting MAP/FUSE approval, and facilitating trainings for new hires and continuous learnings.

About the Role

Your responsibilities will include, but are not limited to:

- Assist the Associate Director, Systems Training with creating product programs and system curricula, as well as operational plans and trainings for transitioning brands, new launches, label expansions/updates, program sunsets, and routine system updates.
- Conduct trainings using adult learning principles to enhance agent competency and knowledge retention of training curricula.
- Ensure high-quality delivery of training through various methods such as live and virtual facilitation, train-the-trainer sessions, peer-based teaching, guided practice sessions, experiential learning, and problem-solving activities, utilizing appropriate technologies.
- Execute pull-through opportunities and provide refresher trainings for curricula.
- Implement competency models, needs assessments, simulations, and certifications to ensure supervisors and agents are ready and proficient in specific branded programs (e.g., onboarding, copay, benefits verification, adherence), systems (e.g., Salesforce, Genesys), technologies (e.g., triage, eFax, portals), and business applications (e.g., artificial intelligence, electronic benefits verification/prior authorization, government checks).
- Demonstrate subject matter and technical expertise in the assigned function, including knowledge of business processes, operational flows, program design, and operational challenges in areas such as intake, program case management, reimbursement, and/or systems training.
- Maintain up-to-date trainings that effectively emphasize compliance reporting requirements, including reporting technical complaints, adverse events, and special case scenarios related to Novartis products within 24 hours of receipt.
- Collaborate with many individuals across NPS and PSC leaders, PSC Operations, Training, Marketing, Legal, People & Organizations, Ethics Risk Compliance, Service Business Partners

Required Experience:

- Three (3) years of work experience in a healthcare or pharmaceutical training and development capacity.
- Previous experience working with systems, technology and business applications (Salesforce CRM, LMS systems, Microsoft suite, Outlook, Publisher, Project and Visio).
- Experience working with contact centers and/or central support operations, including but not limited to hub/pharma functions, case management, benefit verification, etc.
- Skilled in public speaking and facilitation of training classes for in person and remote teams.
- Strong interpersonal, communication, influencing and analytical skills.
- Ability to manage multiple projects and consistently meet deadlines.

Preferred Qualifications:

- Experience building training program curriculum, designing content and facilitating training for business systems and technology.
- Key understanding of Adult Learning Principles, Curriculum Design, Instructional Design, Adult Learning Principles, Learning Analytics & Measurement.
- Excels at interacting with a diverse group of people, including line managers and matrixed partners.

Travel requirements: Role is office-based in East Hanover, NJ with occasional travel between offices in Tempe Arizona (anticipating 20%)

Hybrid Working Requirements: Ability to work on-site 3 days per week

The pay range for this position at commencement of employment is expected to be between \$93,800 and \$174,200.00/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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

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.

Дивизион

US

Business Unit

Marketing

Место

США

Состояние

Arizona

Сайт

Arizona

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

East Hanover, New Jersey, США

Functional Area

Продажи

Job Type

Full time

Employment Type

Regular

Shift Work

No

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