

# Program manager DDIT PO&CF AskNovartis

Job ID

REQ-10078261

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Испания

## Сводка

The AskNovartis Enterprise Product Leader is a senior, cross functional role responsible for leading the strategy, delivery, adoption, and continuous improvement of AskNovartis, Novartis' AI enabled front door for employee services and tasks. AskNovartis is a cornerstone of Novartis' digital employee experience agenda—shifting the company from fragmented service delivery toward a single, intelligent, self service first experience that enables employees to get work done quickly, consistently, and with minimal friction across DD&IT and corporate functions.

The Product Leader is accountable for ensuring AskNovartis delivers measurable employee value across priority journeys and scales responsibly across domains without fragmentation. The role is deliberately dual shaped, reflecting the enterprise nature of AskNovartis:

- Enterprise Product Leader for AskNovartis as a single platform and experience
- Product Lead for the DD&IT domain (Ask IT), accountable for DD&IT service outcomes delivered through AskNovartis

## About the Role

#LI-Hybrid

**Location:** Barcelona

### Key Accountabilities

#### 1. Platform Strategy & Enterprise Readiness

The Product Leader sets the strategic direction for how AskNovartis evolves—from PoC through MVP and enterprise scale ensuring the platform remains focused on value, trust, and usability as scope expands. This includes maintaining a clear product vision for AskNovartis, prioritizing high-value, high-volume employee use cases across domains and governing scope, release sequencing, and go-live decisions to balance speed with readiness

#### 2. Service Transformation & Ask IT Ownership

As Product Lead for Ask IT, the role drives the transformation of DD&IT services through AskNovartis Key responsibilities include prioritizing DD&IT use cases across areas such as access & identity, devices, network, applications and end-to-end automation and service redesign. The role needs to drive automation and ticket elimination through integrations with ServiceNow, Microsoft Intune and other system of records. The focus is on faster resolution and reduced effort for employees.

#### 3. Service Design & Knowledge Quality

The Product Leader ensures that DD&IT services are properly defined, structured and reflected in the platform's service catalog and designed together with service owners. The Product Leader ensures that services and knowledge across participating domains are designed for self-service and AI-assisted interaction with clear ownership and maintenance models, so quality is sustained over time. In this role, strong service and knowledge design is foundational to drive the long-term scalability of AskNovartis.

#### 4. Adoption, Experience & Deployment

The Product Leader is accountable for AskNovartis becoming the default employee entry point for prioritized services and tasks. The leader needs to ensure adoption is designed into product strategy and release planning, aligning priorities and sequencing across domains and channels. Central enablement and change teams lead execution, the Product Lead ensures the product experience and value proposition justify adoption at scale.

#### 5. Testing and Quality Assurance

The product leader is responsible for the testing with end users of all DD&IT related services, queries and workflows on the platform – validating that AI generated answers, routing logic and ticket management flows perform correctly. Leading organisations show that a human expert in the loop approach ensures minimized back and forth between employees and IT support teams.

#### 6. AI Trust & Platform Integration

The Product Leader ensures that AI-enabled interactions within AskNovartis meet enterprise standards for transparency, usability, trust, and control. The role partners closely with platform, architecture, and engineering teams to ensure AskNovartis integrates cleanly with enterprise systems such as ServiceNow, Workday, and Intune, and remains production-grade as capabilities expand.

#### 7. Partner & Investment Governance

The Product Leader governs a multi-partner ecosystem to scale delivery capacity while maintaining clear accountability and enterprise ownership. Responsibilities include shaping investment cases across phases (PoC, MVP, scale) and aligning co-funding across DD&IT and participating domains. The role also involves tracking value realization through adoption, automation and experience outcomes

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**Benefits and Rewards:** Learn about all the ways we'll help you thrive personally and professionally.

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Дивизион

Operations

Business Unit

Information Technology

Место

Испания

Сайт

Barcelona Gran Vía

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No  
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