

Director, Self Service AI & Adoption Lead

Job ID
REQ-10086139
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CША

Сводка

#LI-Hybrid

Reporting into the ED, US New Capabilities & Adoption, this role is accountable for leading the US Commercial self-service AI adoption capability, ensuring business teams can discover, understand, safely use, and embed approved AI tools and workflows within enterprise guardrails to generate measurable productivity and business value. The Director, Self Service & AI Adoption Lead is responsible for owning the self-service AI adoption strategy, workflow enablement model, adoption playbooks, community activation, product adoption support, readiness signals, feedback loops, and benefits tracking. This role leads a core team of Adoption Leads and Managers and Enablement Architect with cross-functional interfaces including US functions, P&O Talent, Learning, Leadership Development, DDIT, Legal, ERC and Responsible AI.

This position will be located at East Hanover, NJ and will not have the ability to be located remotely. This position will require up to 20% travel as defined by the business (domestic and/ or international).

About the Role

Key Responsibilities:

- Define the adoption strategy for approved self-service AI environments, products, copilots, workflows, and role-based use cases across US Commercial.
- Translate AI capabilities into practical workflow adoption paths, usage guidance, sandbox experiences, office hours, champions activation, and reinforcement routines.
- Partner with DDIT, Legal, ERC, P&O and Responsible AI to ensure adoption is safe, compliant, scalable, and aligned with enterprise architecture and guardrails.
- Create intake and feedback loops for user needs, friction points, use-case demand, enhancements, and adoption blockers.
- Measure usage, readiness, confidence, productivity, business impact, and sustained behavior change rather than training completions alone.
- Lead adoption team resources and establish shared playbooks for scalable decentralized execution.

Essential Requirements:

- Bachelor's degree in business, organizational development, learning, healthcare, digital, or related field
- 10+ years' experience in product adoption, change management, capability building, transformation, commercial operations, P&O AI, or technology enablement.
- Proven experience in digital/AI adoption with Microsoft Copilot, Copilot Studio, Power Platform, no-code / low-code automation, AI assistants, or commercial workflow tools.
- Demonstrated experience driving adoption of enterprise tools, digital products, AI workflows, or new ways of working at scale.
- Strong understanding of AI-enabled workflows, human-centered adoption, change management, stakeholder influence, adoption metrics, and safe-use guardrails.

Desirable Requirements:

- Pharma/healthcare commercial experience and familiarity with compliance, privacy, and responsible AI considerations.
- Advanced degree (MBA, MS, or equivalent).

Novartis Compensation Summary:

The salary for this position is expected to range between \$185,500 and \$344,500 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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:

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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.

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Employment Type
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