NOVARTIS

Manager – ERC Innovation Product Assurance

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Сводка

ERC Innovation develops and supports a portfolio of products and technology-enabled solutions that strengthen Ethics, Risk & Compliance capabilities. These products support a range of business processes and user groups across the organization.
The Product Assurance function ensures that ERC products are reliable, well-supported and continuously improved throughout their lifecycle. The scope includes digital platforms, applications, workflow solutions, reporting products, automation and AI-enabled capabilities, together with their related processes and integrations.

Job Purpose

The Manager, ERC Innovation Product Assurance supports the ongoing operations, quality, adoption and continuous improvement of products in the ERC Innovation portfolio. The role works closely with Business System Owners/Product Owners, business stakeholders, vendors and IT/digital teams to keep assigned products reliable, user-friendly, well-supported and aligned with agreed business requirements.
This is a product assurance and operational support role. It does not carry Business/System Owner or Product Owner accountability.

About the Role

Product Operations & Support

- Provide operational support for assigned ERC products, including user queries, service requests and coordination of product-related issues.
- Monitor support trends, user feedback, open defects and enhancement requests to support prioritization and continuous improvement.
- Support incident, change and release activities in partnership with IT/digital teams, vendors, Business/System Owners and business stakeholders.

Testing & Release Assurance

- Execute and coordinate testing for defect fixes, enhancements, configuration and workflow updates, integrations and new functionality across assigned products.
- Prepare and execute test cases in appropriate test environments, document outcomes and run readiness checks before production deployment.
- Help maintain practical testing standards and structured test records for product changes.

Stakeholder Coordination

- Coordinate with Business/System Owners, GPOs, Business Coordinators, vendors and IT/digital teams to keep communication clear and follow-up on product changes tight.
- Track actions on defects, enhancements, release items, user feedback, training needs and operational improvements.
- Support structured discussions with process and business stakeholders to understand requirements, clarify impacts and confirm operational readiness.

Configuration & Administration Support

- Support product configuration and administration, including master data maintenance, user onboarding/offboarding, access management coordination, organizational unit updates and activity/category changes.
- Maintain configuration documentation, operating procedures, release documentation and support records.
- Escalate technical, functional or data issues to the right owners and follow through to resolution.

User Enablement, Reporting & Continuous Improvement

- Develop and maintain training materials, quick reference guides, user communications, knowledge articles and product support content.
- Provide functional guidance to users on business processes and product usage, under the guidance of the relevant Business/System Owner or Product Owner.
- Build and maintain dashboards, KPIs, Power BI reports and operational insights covering product support, adoption and service quality.
- Identify automation, simplification and productivity opportunities, including AI-enabled ones, to improve user experience and product effectiveness.

Essential Requirements

- **8+ years of experience** in product operations, business applications support, service management, digital product support or technology-enabled business processes.
- Proven experience supporting enterprise products and platforms, working across business, technology, vendor and operational teams in a global environment.
- Hands-on experience in testing, defect management, release support, incident management, change management, application support or platform operations.
- Experience coordinating cross-functional stakeholders and driving follow-up on system enhancements, operational improvements and user adoption.
- Experience creating and interpreting KPIs, dashboards, Power BI reports and operational metrics.
- Strong stakeholder management, communication, problem-solving, planning and organizational skills.
- University degree or equivalent experience in Business, Technology, Operations, Life Sciences or a related discipline.

Desirable Requirements

- Understanding of Ethics, Risk & Compliance processes and how they are supported by digital products.
- Understanding of the pharmaceutical industry and its business context.
- Experience with enterprise workflow platforms, ServiceNow, Power BI, Excel or AI-enabled solutions.

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)

Дивизион
Ethics Risk & Compliance
Business Unit
Audit & Compliance
Место
Индия
Сайт
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
Юристы, Интеллектуальная собственность, Compliance
Job Type
Full time
Employment Type
Regular
Shift Work
No

Accessibility and accommodation

Novartis is 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 recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com 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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