

Product Expert - Web CMS - Drupal

Job ID
REQ-10089318
Окт. 06, 2026
Индия

Сводка

As Web Experience and Operations Lead, you will have an excellent opportunity to be at the forefront of Novartis Next Generation Customer Engagement transformation. You will be accountable for delivering outstanding and consistent web experiences you will work with marketing, medical, digital and technology teams to define and bring to life a data-driven and performance-optimized web strategy for international markets.

About the Role

Location: Hyderabad #Hybrid

Key Responsibilities

Strategic Web Experience Leadership

- Operationalize the global **Drupal Web Strategy** by translating strategic objectives into actionable roadmaps and prioritized backlogs.
- Champion best practices in **user experience (UX), content governance, accessibility, and web performance** to deliver consistent, high-quality digital experiences across markets.
- Align web initiatives, governance, and delivery plans with enterprise priorities, brand guidelines, and compliance requirements.

Demand Management

- Review, assess, and prioritize incoming requests and support tickets from country stakeholders.
- Recommend scalable solutions and alternative approaches in collaboration with Product Owners and DDIT teams.
- Act as the voice of the markets, ensuring business requirements are accurately represented and addressed.

Project Planning & Release Coordination

- Partner with Product and DDIT teams to define release scope, objectives, deliverables, and timelines.
- Coordinate release activities and facilitate product demonstrations for business stakeholders.
- Drive stakeholder engagement and ensure effective communication throughout the release lifecycle.

Testing, Quality Assurance & Sign-Off

- Review and validate business requirements to ensure completeness, traceability, and test readiness.
- Define and execute test scenarios covering critical business processes and real-world use cases.
- Conduct UAT, identify defects, and manage issue tracking through JIRA.
- Participate in walkthroughs, defect triage, and resolution discussions.
- Drive test sign-off and ensure completion within agreed timelines.
- Perform smoke testing and quality checks to validate release readiness.
- Maintain high standards of documentation, governance, and release traceability.

Essential Requirements

- Hands-on experience with **Drupal CMS**, including deployment and support of large-scale, complex global web platforms.
- Strong knowledge of web experience management, content governance, UX principles, accessibility, and website performance optimization.
- Experience working with digital technology platforms including **Drupal, Google Analytics, Google Tag Manager (GTM), Salesforce, and JIRA**
- Proven ability to manage demand intake, prioritize business requirements, and translate needs into scalable solutions.
- Strong understanding of **Agile product delivery methodologies**.
- Demonstrated experience working with senior stakeholders and leading strategic business discussions.
- Proactive, ownership-driven mindset with the ability to independently drive outcomes and resolve challenges.
- Excellent communication, presentation, and stakeholder management skills.
- Ability to simplify complex concepts and communicate them effectively to technical and non-technical audiences.
- Strong collaboration skills with experience working across cross-functional and global teams.

Desirable Requirements

- Experience supporting global web platforms across multiple regions and markets.
- Exposure to web governance, content operations, and enterprise digital transformation initiatives.
- Knowledge of release management, UAT frameworks, and quality assurance best practices.
- Experience facilitating stakeholder workshops, product demonstrations, and panel discussions.
- Familiarity with data-driven decision-making and digital analytics reporting.
- Experience building scalable web solutions while balancing business, compliance, and technical considerations.
- Natural curiosity, continuous improvement mindset, and ability to influence stakeholders without direct authority.

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

International

Business Unit

General Management

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Маркетинг

Job Type

Full time

Employment Type

Regular

Shift Work

No

Accessibility and accommodation

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