NOVARTIS

Manager, DDIT China FDE

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REQ-10091650
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About the Role

Key Responsibilities

Business Engagement and AI Communication

- Engage business teams to understand their workflows, needs, pain points and opportunities where AI could help.
- Explain relevant AI capabilities, approved tools, practical use cases and limitations in clear business language.
- Use practical business examples to show how AI can support day-to-day work and where human review remains necessary.
- Connect business teams with the appropriate solution, product, platform or risk experts when additional support is needed.

Learning and Training

- Plan and deliver practical AI training, demonstrations, workshops, onboarding and office hours for different user groups.
- Develop clear, reusable learning materials and practical examples using approved content.
- Adapt global learning materials for China audiences, language, available platforms and local requirements.
- Collect user feedback and improve enablement activities based on business needs and adoption barriers.

Events and Community Engagement

- Plan and coordinate AI awareness, immersion and knowledge-sharing activities for China users.
- Build a network of AI users and advocates who can share practical examples and support peer learning.
- Coordinate internal and external contributors to support effective AI learning and engagement activities.
- Maintain regular engagement with the China AI user community and make relevant guidance and learning assets easy to find.

Adoption and Feedback

- Partner with Senior Manager FDEs and product owners on support solution launches, user readiness and adoption.
- Identify recurring user needs, questions and adoption barriers, and share them with the appropriate solution or platform owner.
- Track feedback and agreed adoption indicators and recommend practical improvements.
- Share practical examples of effective and responsible AI use across the organization.

Responsible AI and Pharmaceutical Compliance

- Communicate approved guidance on responsible AI, data privacy, security, quality and GxP requirements in clear, practical language.
- Use approved source material and involve the relevant experts when content relates to regulatory, privacy, security, quality or patient-safety topics.
- Help users understand their responsibility for reviewing AI outputs and using approved tools appropriately.

Qualifications

- Bachelor’s degree or above in communications, learning and development, business, digital, information systems, marketing, life sciences or a related discipline; equivalent experience considered.
- Typically 6+ years in communication, learning, change, digital adoption, business engagement, community management or product enablement.
- Demonstrated ability to understand business needs and explain digital or AI tools clearly to non-technical audiences.
- Strong verbal communication, facilitation, presentation, writing, storytelling and event-coordination skills; comfortable working visibly across different functions and levels.
- Practical knowledge of enterprise GenAI tools, prompting, common productivity scenarios, limitations and responsible-use principles. Deep coding experience is not required.
- Experience in pharmaceuticals, life sciences, healthcare or another regulated industry is preferred.

- Strong written and verbal communication skills in English and Chinese.

Key Competencies

- Business Understanding and User Empathy
- Communication and Stakeholder Engagement
- Facilitation and Presentation
- AI Literacy and Practical Application
- Learning, Community and Adoption
- Planning and Follow-through

Illustrative Success Measures

- Users understand how to apply approved AI tools appropriately in their work.
- Learning and engagement activities are relevant, practical and positively received by target users.
- AI guidance and learning materials are accurate, current and easy to use.
- Business needs and adoption barriers are identified and shared with the appropriate teams.
- Target user groups demonstrate increased confidence and practical adoption of approved AI tools.
- The China AI community supports regular knowledge sharing and reuse of practical examples.

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.
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Business Unit
Information Technology
Место
Китай
Сайт
Shanghai (Shanghai)
Company / Legal Entity
CN14 (FCRS = CN014) China Novartis Institutes for BioMedical Research Co., Ltd.
Functional Area
Data and Digital
Job Type
Full time
Employment Type
Regular
Shift Work
No

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