

# Program manager DDIT PO&CF AskNovartis

Job ID

REQ-10077315

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## 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

**Location:** Prague

**#LI-Hybrid** (12 days/month in office)

### Key Accountabilities:

- **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.
- **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.
- **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.
- **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.
- **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.

- **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.
- **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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### **Commitment to Diversity and Inclusion:**

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

### **What you will receive:**

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 17,500 CZK per year; Meal vouchers in amount of 90 CZK for each working day (full tax covered by company); transportation allowance; MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

### **Accessibility and accommodation:**

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**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:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

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[Read our handbook \(PDF 30 MB\)](#)

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Business Unit

Information Technology

Место

Чехия

Сайт

Prague

Company / Legal Entity  
CZ02 (FCRS = CZ002) Novartis s.r.o.  
Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
Job ID  
REQ-10077315

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