NOVARTIS

Whatfix Lead

Job ID
REQ-10072654

2   24, 2026

India

The Whatfix Lead will have overall responsibility of Whatfix Approach in LDC participating and collaboration on Whatfix functionality (current and new) within NVS standards. Liaison & Support between Business Process Management and Whatfix team, included new Apps Configuration, Analysis & Development. Supporting all activities related to new/existing team members, access management and content creation. Responsible to drive and conduct workshops and demonstrations in the tool to provide walkthroughs of the system to new members. Responsible and accountable for uniform user experience across the applications and countries deployed. Owner and responsible to maintain LDC Dashboards.

About the Role

Key Responsibilities

Whatfix functionality (Across all functions in LDC (FI&PRO, COM, OPS)

- Use case identification and Requirements finalization
- Design & Development
- User Acceptance Testing
- Content Operations Enhancements and Changes post go-live
- Responsible and accountable for uniform user experience across the applications and countries deployed
- Participate in the Investigation of current and new Whatfix functionality
- Participate in the Testing of current and new Whatfix functionality
- Participate in the Implementation of current and new Whatfix functionality

WF Admin - across LDC Dashboards

- User access Management in Whatfix
- Maintain "Themes" in Whatfix to align with the Novartis Brand Identity
- Ensure content is structured as agreed within the Whatfix Dashboard

Essential Requirement:

5 years of Work experience with 2.5 - 5 years in Whatfix.

- Strategic thinking, planning and execution; business savvy
- Consulting, facilitation and business partnering skills
- Ability to work with a cross-functional, cross-cultural team within a matrix organization
- Strong customer service orientation
- Good understanding of S/4HANA /ARIBA /MDG

- Project management, experience of managing multiple complex projects at the same time

- Experience with Learning tools to produce training content

Desirable Requirement:

Education - Bachelor/Masters

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)](#)

Operations

Business Unit
Production / Manufacturing

India

Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Human Resources

Job Type
Full time

Employment Type
Regular

Shift Work
No

function adjustKalturaPlayer() { var deviceWidth = window.innerWidth || document.documentElement.clientWidth || document.body.clientWidth; var mediaElement = document.getElementById("kalturaplayer69c0d9513357b074232271"); var mediaContainer = mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px"; var originalWidthValue = parseFloat(originalWidth); var originalHeightValue =

```
parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; //Get computed styles
of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var
finalWidth = parseFloat(parentStyles.width); if (finalWidth   var config = { targetId:
"kalturaplayer69c0d9513357b074232271", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false,
allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: {
disable: true }, "playkit-js-transcript":{ position: "right", //Default: bottom;(' left' , ' right', ' top' , 'bottom' ) to
enable transcript. expandMode: "over", //Default: alongside;(' alongside', ' hidden' , 'over' )
expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable:
true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward:
false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = {
position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-
js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true };
config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true };
config.ui.uiComponents = []; config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } };



try { var kalturaPlayer = KalturaPlayer.setup(config); //Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } //Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); setTimeout(() => {
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===
'function') { otherPlayer.pause(); } }); }); }); } } catch (e) { console.error(e.message) }
```

VIDEO

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

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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3. mailto:diversityandincl.india@novartis.com
4. https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Hyderabad-Office/Whatfix-LeadREQ-10072654
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