

Head of Technology - Patient Experience & Innovation

Job ID
REQ-10086034

8月 24, 2026

USA

摘要

Internal Title: Dir. DDIT US&I Prod. Mgmt Patient US

#LI-Hybrid

Location: East Hanover, United States

Work Arrangement: Hybrid

Relocation Support: This role is based in East Hanover, United States. Novartis is unable to offer relocation support: please only apply if accessible.

What if your technology decisions could help thousands of patients access life-changing therapies faster and more seamlessly? As Head of Technology - Patient Experience & Innovation, you will shape the digital future of Novartis Patient Services in the United States, driving transformative solutions that improve patient access, engagement, and treatment experiences. Partnering with senior business leaders, you will leverage artificial intelligence, automation, data, and digital platforms to solve complex healthcare challenges, lead strategic investments, and deliver innovative products that create measurable value for patients, healthcare professionals, and the broader healthcare ecosystem. This is a unique opportunity to influence enterprise-wide transformation while making a meaningful difference in patients' lives every day.

About the Role

Key Responsibilities

- Define and execute the technology strategy supporting patient services, advanced therapies, and business growth objectives.
- Lead digital transformation initiatives that improve patient access, engagement, and treatment experiences.
- Partner with senior leaders to identify innovation opportunities and deliver technology-enabled business value.
- Shape product vision, roadmaps, and investment priorities across a strategic technology portfolio.
- Drive adoption of artificial intelligence, automation, analytics, and digital solutions at scale.
- Oversee delivery of products and platforms, ensuring quality, security, compliance, and business impact.
- Manage a complex portfolio of strategic investments, budgets, priorities, and value realization outcomes.
- Lead, mentor, and develop high-performing technology and product management teams globally.
- Build strong partnerships across business functions, technology teams, vendors, and external stakeholders.
- Establish governance, risk management, and operational excellence across patient-facing technology solutions.

Essential Requirements

- Bachelor's degree in information technology, Computer Science, Business, Engineering, or a related discipline.
- 10+ years' experience leading technology strategy, product management, and digital transformation initiatives.
- Deep understanding of United States healthcare, patient services, and patient engagement ecosystems.
- Proven success managing large-scale technology portfolios, budgets, and strategic investment decisions.
- Experience leading global, cross-functional teams and influencing senior executive stakeholders.
- Strong expertise in digital platforms, artificial intelligence, automation, analytics, and product delivery methodologies.

Desirable Requirements

- Experience leading technology solutions within patient services, specialty pharmacy, market access, or healthcare ecosystems.
- Advanced degree in Business Administration, Information Technology, Engineering, or a related field.

Novartis Compensation and Benefit Summary

The salary for this position is expected to range between 168,000.00 - 312,000.00 USD Annual

The final salary offered is determined based on factors such as relevant skills and experience and will be reviewed periodically upon joining Novartis. Novartis may update the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility for annual equity awards.

US-based eligible associates receive a comprehensive benefits package that includes health, life, and disability coverage, a 401(k) plan with company contribution and matching, and a range of additional benefits. Associates are also eligible for a generous time-off package, including vacation, personal days, holidays, and other leave options. To learn more about the culture, rewards and benefits we offer our people [click here](#).

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 \(PDF 30 MB\)](#)

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are 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 application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

部门

Operations

Business Unit

Information Technology

地点

USA

状态

New Jersey

站点

East Hanover

Company / Legal Entity

U061 (FCRS = US061) Novartis Services, Inc.

Functional Area

Information Technology

Job Type

Full time

Employment Type
Regular

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a9d24d5f0816721111348", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.plugins["transcript"]) { config.plugins["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 }; } if (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.plugins["googleAnalytics"]) { 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 } }; }
```

```
// Ensure the global player registry array always exists, regardless of embed type.
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =
thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to
capture the player directly. thumbEmbedPromise .then(function(player) {
window.kalturaPlayerVideos.push(player); // Notify kalturadatalayer.js that a new player is ready so
it can // attach custom event listeners immediately, regardless of when // the user clicked the
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {
```

```
console.error(e.message) }
```

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