NOVARTIS

Dir, Innovative Customer Data Product Lead

Job ID
REQ-10086342

八月 21, 2026

USA

摘要

#LI-Remote
This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require 20% travel.

Job description summary
This Director, Innovative Customer Data Product Lead, sits within Data Products and Foundations, under Data Partnerships, Innovation and Products. The role reports to the Executive Director, Innovative Data Offerings and Products and partners closely with DEO (Data Enablement Organization) to execute the strategy set for trusted, reusable, AI-ready data products.

This role owns customer-facing data products across payer, HCP, omnichannel, and engagement domains, defining the vision, roadmap, prioritization, adoption plan, and value measures needed to improve customer targeting, segmentation, omnichannel orchestration, field execution, payer insights, and engagement performance. The Director will ensure products are defined in innovative ways that go beyond datasets, embedding business meaning, rules, metrics, lineage, metadata, and

context so they can be reused by business users, analytics teams, and AI-enabled solutions.

About the Role

Key Responsibilities:

- Own the product strategy, roadmap, prioritization, and lifecycle management for Payer, HCP, Omnichannel, Engagement.
- Define products in innovative ways by embedding business meaning, semantic definitions, reusable measures, standards, metadata, lineage, and clear consumption patterns directly into the product design.
- Work closely with DEO (Data Enablement Organization) to translate the strategy into executable plans, align on delivery priorities, remove operational barriers, and ensure products are scalable, reliable, and ready for enterprise consumption.
- Partner across business, analytics, technology, Data Partnerships, Innovation and Products, and Data Products and Foundations teams to prioritize high-value capabilities and reduce duplication.
- Drive product adoption, stakeholder engagement, product performance management, issue prioritization, and continuous enhancement based on business needs and user feedback.
- Establish product standards, governance routines, intake processes, service expectations, and value measures that ensure reliability, reuse, compliance, scalability, and business impact.

Experience:

Novartis is seeking an experienced Director to lead product strategy, delivery, adoption, and governance for Payer, HCP, Omnichannel, Engagement. The ideal candidate brings product leadership, cross-functional influence, and the ability to partner with DEO to execute strategy while translating business priorities into trusted, reusable, AI-ready data products.

Essential Requirements:

- **Education:** Bachelor's degree in related field is required; Master of Science and/or MBA strongly preferred
- Minimum 10+ years of experience in pharmaceutical, healthcare, technology, data, analytics, or consulting, with a strong focus on data products, data strategy, product management, or analytics enablement.
- Minimum 5+ years of domain expertise in customer data, payer/HCP data, omnichannel analytics, customer engagement, commercial analytics, product management, data governance, and AI-ready semantic data products.
- Proven ability to define product vision, roadmap, prioritization, use cases, adoption plans, value measures, and governance routines in a complex matrixed environment.
- Strong understanding of semantic data products, business definitions, data quality, metadata, lineage, standards, and AI-ready data consumption patterns.
- Experience partnering with data enablement, platform, technology, analytics, business,

governance, and operations teams to execute strategy and scale data products.
- Excellent communication skills, with the ability to translate business needs into data product requirements and present complex concepts clearly to senior leaders and cross-functional stakeholders.
- Must understand both data and the relevant business/domain context to bridge technical requirements with business needs, ensuring solutions are practical, scalable, and aligned to enterprise priorities.
- Ability to thrive in a fast-paced environment, manage ambiguity, and adapt to changing business priorities while maintaining focus on measurable outcomes.

Novartis Compensation Summary:

The salary for this position is expected to range between $185,500.00 and $344,500.00 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change 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 to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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
US

Business Unit
General Management

地点
USA

状态
Remote, US

站点
Remote Position (USA)

Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6aecbc8c8fba7949991956", 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) }

Job ID
REQ-10086342

Dir, Innovative Customer Data Product Lead

Apply to Job



Job ID
REQ-10086342

Dir, Innovative Customer Data Product Lead

Apply to Job

Source URL:
https://prod1.novartis.com.cn/careers/career-search/job/details/req-10086342-dir-innovative-

customer-data-product-lead

List of links present in page

1. https://www.novartis.com/about/strategy/people-and-culture
2. https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf
3. mailto:us.reasonableaccommodations@novartis.com
4. https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Remote-Position-USA/Dir--Innovative-Customer-Data-Product-LeadREQ-10086342-1
5. https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Remote-Position-USA/Dir--Innovative-Customer-Data-Product-LeadREQ-10086342-1