

Senior Manager, Medical Information

Job ID

REQ-10077168

May 21, 2026

LOC_IE

About the Role

Key Responsibilities:

- Create and deliver timely responses to unsolicited medical information inquiries from HCPs in a multi-media environment and record interaction information according to Novartis and regulatory guidelines.
- Create and review Medical Response Documents (MRDs) for product portfolio.
- Collaborate with cross-functional teams including global MI colleagues and Medical Strategy Teams (MSTs) to define strategies and execute tactics.
- Develop and provide therapeutic area and product training to internal customers and partners (e.g., Medical Information, Compliance, Customer Interaction Center [CIC]).
- Support in development and implementation processes for internal departments as they relate to daily MI activities.
- Participate in projects to optimize Medical Information services.
- Monitor, collect, and analyze metrics for MI activities. Develop reports, identify actionable insights, and present findings within MI and to its partners.
- Assist in internal audit and external inspection preparedness ensuring compliance with all legal, regulatory, and Novartis guidelines.
- Identify and champion best practices in MI.

Leverages AI tools to streamline tasks, generate content, and support decision-making, demonstrating practical fluency in prompting, interpreting, and refining AI outputs to improve work quality and efficiency.

Essential Requirements:

- PhD, PharmD, MD, or equivalent
- Proficient in spoken and written English
- Three or more years of experience in medical writing, medical information/drug information, and/or relevant clinical experience
- Ability to acquire knowledge of various disease states and products
- Strong verbal and written communication skills
- Strong ability to negotiate, resolve conflicts, prioritize, organize, and lead through influence in a complex, matrix environment
- Proven literature analysis and evaluation skills
- Proficient in Microsoft Word, PowerPoint, and Excel
- Technologically savvy ; Ability to manage multiple projects within defined timelines

Commitment to Diversity & Inclusion:

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

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>

Role Requirements

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 \(PDF 30 MB\)](#)

Division

DIV_IU

Business Unit

Marketing

Location

LOC_IE

Site

Dublin (NOCC)

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Alternative Location 1

LOC_GB

Functional Area

FCT_RD

Job Type

Full time

Employment Type

Regular

Shift Work

No

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