

# Associate Director, Medical Data, Analytics, Platform & AI

Job ID

REQ-10079265

May 29, 2026

LOC\_CH

## About the Role

Major accountabilities:

- **Medical Platforms Leadership:** Lead the integration of Medical workflows into CRM platforms and drive adoption of the new “Customer Engagement of the Future.” Ensure solutions meet Medical Affairs and field medical team needs, including engagement tracking. Partner with cross-functional teams on platform design, requirements, testing, and rollout
- **Operational Excellence & Workflow Optimization:** In partnership with Scientific & Capability Learning and Field Medical Excellence, develop and implement standardized medical workflows that enhance medical excellence and operational efficiency. Drive improvements in medical engagement processes, content creation and approval workflows, and data capture methods aligned with International Medical Excellence (IMEx)
- **User Experience & Medical Excellence:** Support medical excellence across priority international markets by turning medical strategy into action. Partner with global and regional Medical Excellence teams to improve user experience, physician engagement, medical metrics, and launch readiness, ensuring consistent adoption and measurable impact across countries
- **Project Management & Execution:** Lead and deliver complex cross-functional projects related to platform rollouts and process improvements. Establish clear project plans, governance, and stakeholder alignment to ensure successful delivery of key initiatives, including CRM deployments and new medical processes. Track progress, manage risks, and drive timely execution across teams
- **Collaboration & Stakeholder Engagement:** Partner across Medical Affairs, DAAP, and DDIT teams to align platform and process initiatives. Act as a bridge between business and technical teams to translate user needs into effective solutions. Support change management through training, best practice sharing, and feedback from country organizations to drive adoption and continuous improvement
- **Platform Evolution & Innovation:** Support the improvement of medical platforms and tools to enhance Medical Affairs operations and user experience. Work with Medical DAP organization, and data teams to align platforms with the broader technology roadmap and identify opportunities to use AI, analytics, and automation to improve workflows and decision-making
- **Operational Metrics & Continuous Improvement:** Define and monitor KPIs for platforms and processes, including CRM adoption, user satisfaction, and field medical operational metrics. Use insights to identify improvement opportunities and drive continuous enhancement of medical operations. Ensure all platforms and processes remain compliant with relevant regulatory, privacy, and quality standards

Core Capabilities:

- **Strategic Execution:** Translate strategic objectives into clear operational plans and deliverables
- **Technical & Digital Acumen:** Comfortable working with CRM and digital platforms, with the ability to represent medical user needs in technical discussions
- **Cross-Functional Collaboration:** Strong ability to work across Medical, Commercial, DDIT, Analytics, and country teams to drive alignment and results through influence
- **Operational Excellence & Innovation:** Passion for improving processes and leveraging digital, data, and AI solutions to enhance Medical Affairs operations
- **Results-Driven Mindset:** Focused on delivering measurable improvements in efficiency, platform adoption, and user experience while maintaining quality and compliance

## Minimum Requirements:

### Work Experience:

- 5+ years of experience in pharmaceutical, healthcare, or life sciences organizations, with a substantial focus on Medical Affairs or Field Excellence. Consulting experience desirable.
- Understanding of Medical Affairs operations and field medical workflows.
- Experience with CRM systems, digital platforms, or technology implementation projects in healthcare is preferred.
- Strong project management and stakeholder collaboration skills across cross-functional and global teams.
- Analytical mindset with a focus on process improvement and operational efficiency.
  
- Excellent communication, change management, and problem-solving skills, with the ability to work in fast-paced environments and adapt to new technologies.

### Education & Qualifications:

- Bachelor's degree in a relevant field (Life Sciences, Healthcare Management, Business, or Information Systems). Master's degree preferred

### Languages:

- Fluent oral and written English required. Additional country or regional language(s) desirable

## Role Requirements

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Division

DIV\_IM

Business Unit

Marketing

Location

LOC\_CH

Site

Basel (City)

Company / Legal Entity

C028 (FCRS = CH028) Novartis Pharma AG

Functional Area

FCT\_RD

Job Type

Full time

Employment Type

Regular

Shift Work

No

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