

Associate Director, Content Workflow & Controls

Job ID

REQ-10081081

Jun 22, 2026

LOC_US

About the Role

Key Responsibilities:

- Build and scale a Content Process Management Center of Excellence (CoE): Setting standards, controls, and best practices that elevate Content Supply Chain Operations to solve user challenges, streamline processes, data management, and ensure solid foundation for AI applications.
- Own, socialize, and maintain end-to-end content process: Defining frameworks, templates, and operating models, so teams have clear, compliant, predictable ways of working from demand to approval to in-market use.
- Serve as the business owner for content workflow: Represent the business and their interests in system design, metadata & controls, and issue remediation, triaging and prioritizing work, driving root-cause analysis, defining AI Use Cases for evaluation, and ensuring fixes stick.
- Build and maintain a best-in-class documentation capability: Own and govern SOPs, playbooks, process documents and RACIs that make processes easy to follow and clarifies the logic and relationships within domains, while being structured and continuously lifecycle managed to ensure high quality agentic inputs.
- Partner with Marketing Technology, Vendors, and Change Management: Consistent support and high-quality deliver for each release cycle, assessing user impact and providing operational inputs to activate adoption across a matrixed organization.
- Design and run a process support and Help Desk model: that resolves issues quickly, reduces repeat tickets, and builds user trust, by optimizing SLAs, dashboards, and feedback loops, turning support insights into measurable experience improvements and lower effort over time.
- Monitor platform performance and user experience: using data and direct observation to spot breakdowns early and drive pragmatic improvements, while holding vendor partners accountable to contractual standards and customer needs.
- Mentor and guide a distributed, diverse internal team: Support resources contributing to process and business performance, by setting clear objectives, defining productivity models, and task execution practices, to effectively enable independent delivery of individual resources

Essential Requirements:

- Bachelor's degree in Business, Marketing, Engineering, Operations Management, Information Systems, or related field is required. Advanced degree (e.g., Master of Business Administration) is preferred.
- At least 5 years of experience in Marketing Operations, Content Operations, Process Management, or related operational discipline.
- Hands-on experience supporting enterprise MLR and DAM platforms (e.g., Aprimo, Veeva, Adobe, Salesforce).
- Proven experience establishing or scaling operational frameworks, centers of excellence, or shared service models.
- Strong experience with customer success or business system ownership.
- Experience coordinating with US and global stakeholders to intake, prioritize, and deliver system enhancements across enterprise content workflow platforms.
- Experience managing Agile system releases, issue management, and user support in a regulated or complex environment.

Desirable Requirements:

- Agile Scrum Master or Product Owner certification
- Six Sigma Green Belt or Black Belt

Novartis Compensation Summary:

The salary for this position is expected to range between \$145,600 and \$270,400 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.

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_US

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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