NOVARTIS

Medical Information Agent

Job ID
REQ-10068634
Mar 31, 2026
LOC_MX

About the Role

Position Summary

Integral member of the Medical Information team who leverages therapeutic and product knowledge of Novartis products to optimize internal and external customer communications. This position offers an opportunity to work on cross-functional teams to support Novartis products.

Job 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.

Competencies

- Communicates Effectively
- Manages Complexity
- Balances Stakeholders
- Action Orientation [Takes initiative]
- Optimizes Work Processes

- Drives Results
- Collaborates
- Decision Making [Making the right call]
- Demonstrating courage [Being authentic]
- Problem Solving

Position Requirements

· PhD, PharmD, MD, or equivalent

· 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

Location

Availability to work and be available during US business hours (9:00 a.m. - 5:00 p.m. EST), schedule coordination in advance to ensure US Holiday coverage, and on call for critical matters, based on business needs.

Employees are typically expected to be in their current role for at least 18 months before applying for a different role, according to local guidelines. This allows them to gain sufficient experience and demonstrate their capabilities in their current position. Any transfer or application for a different role typically requires approval from the employee's current manager and the leadership team.

The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required.

Role Requirements

Division
DIV_IU
Business Unit
Marketing
Location

LOC_MX
Site
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
FCT_RD
Job Type
Full time
Employment Type
Regular
Shift Work
No
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Medical Information Agent

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