NOVARTIS

Dir, Innovative Customer Data Product Lead

Job ID
REQ-10086342
Aug 21, 2026
LOC_US

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.

Role Requirements

Division
DIV_IU
Business Unit
General Management
Location
LOC_US
Site
Remote Position (USA)
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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