NOVARTIS

Associate Director, Data Operations and Issue Mangement Lead

Job ID
REQ-10086356
Sep 30, 2026
LOC_US

About the Role

Key Responsibilities

- Lead enterprise data operations and issue management across certified data products and critical data capabilities.
- Manage issue intake, triage, prioritization, escalation, tracking, and resolution to ensure operational stability.
- Monitor service level agreements, issue trends, remediation progress, and operational performance metrics.
- Partner with data engineering teams to resolve pipeline failures, delivery issues, and production incidents.
- Collaborate with data quality teams to address quality issues, root causes, and corrective actions.
- Coordinate cross-functional resolution efforts across business, technology, vendor, and data teams.
- Escalate critical risks, dependencies, and service disruptions to ensure timely leadership visibility.
- Lead operational reviews, issue governance forums, remediation checkpoints, and post-incident follow-ups.
- Produce dashboards and reporting that provide insight into risks, service levels, and operational performance.
- Drive continuous improvement by identifying automation opportunities, reducing recurring issues, and enhancing operational processes.

Essential Requirements

- Bachelor's degree in Data Management, Information Systems, Business, Computer Science, Engineering, Analytics, or a related field.
- 5+ years of experience in data operations, issue management, data governance, data quality, data engineering operations, service management, or program operations.
- Experience managing operational issue logs, incident workflows, SLA tracking, escalation routines, and remediation plans.
- Strong understanding of data products, data pipelines, data quality controls, metadata, lineage, data governance, and production support processes.
- Experience working with cross-functional teams across data engineering, governance, analytics, business, vendors, and technology platforms.
- Familiarity with tools such as Jira, ServiceNow, Confluence, Smartsheet, Excel, Power BI, Tableau, or similar.
- Ability to analyze issue trends, root causes, SLA performance, operational risks, and recurring gaps.
- Strong stakeholder management skills with ability to coordinate across teams and influence timely resolution.
- Strong communication skills, including ability to summarize operational risks and issues for leadership.
- Excellent organizational skills, attention to detail, follow-through, and comfort managing multiple priorities.

Desirable Requirements

- Experience with post-go-live support, hypercare, incident management, or service transition.
- Familiarity with regulated data environments, pharma commercial data, or compliance-driven operations.

The salary for this position is expected to range between $152,600 - $283,400 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 awardsUS-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.

To learn more about the culture, rewards and benefits we offer our people click here.

Role Requirements

Division
DIV_IU
Business Unit
General Management
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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3. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/East-Hanover/Associate-Director--Data-Operations-and-Issue-Mangement-Lead_REQ-10086356-2
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