

## Platform Operations Lead

Job ID  
REQ-10045528

4月 02, 2025

USA

### 摘要

As a key member of the RA Data and Technology Function, the Director of Platform Operations will shape and execute the operational strategy, delivering business benefits through harmonization and continuous improvement. Leading a team of associates, this role ensures efficient Platform Operations for RA systems.

The Platform Operation oversees Release Management, Migration, Validation and Business Administration capabilities. These respectively support RA technology products by ensuring continuous alignment and deployment of releases; defining strategy and executing migration of data and information; ensuring access control, security management and continuous operation and availability of technology products.

The Platform Operation Lead is accountable to ensure that the overall platform strategy delivers business benefits, drives harmonization and continuous improvements. By aligning the digital strategy and initiatives with regulatory priorities, the Platform Operation Lead plays an essential role in enhancing the efficiency, consistency and agility of regulatory activities, strengthening the organization's ability to respond effectively in a dynamic global landscape.

## About the Role

### Key Responsibilities:

#### Team Leadership:

- Lead a diverse global team to ensure alignment with organizational goals and business priorities related to Submissions and Registration Management
- Define and communicate the strategic vision for Submission and Registration Management capabilities, fostering a culture of excellence and continuous improvement.

#### Roadmap Development:

- Define, prioritize, and deploy an integrated platform roadmap in collaboration with RA D&T LT, relevant stakeholders, and DDIT partners, ensuring alignment with the Development and Enterprise technology strategy roadmaps.

#### Stakeholder engagement:

- Represent the platform in digital governance boards and leadership meetings across the organization and in digital networks, externally (e.g. across Industries) as needed

#### Collaboration and Partnerships:

- Build and maintain collaborative and productive partnerships across the Platform team and enterprise stakeholders to achieve business priorities.
- Oversee vendors at the Platform level, in collaboration with IT and External Partnership Teams

#### Quality and Compliance:

- Ensure on-time, compliant, secure, and quality delivery of portfolio for the assigned capabilities, aligned with the NVS Quality Manual.
- Contribute to the change management strategy to ensure smooth adoption of technology initiatives, as required

#### Project and Program Support:

- Provide support and resources for key projects and programs impacting the underlying capabilities to ensure timely delivery of high-quality milestones that align with business requirements.

## Demand Management:

- Effectively manage demands for technology services and operational support arising from various functions within Regulatory Affairs.

## Industry Trends:

- Stay updated with industry trends and emerging practices to drive agility, speed, efficiency, and effectiveness within the team.

## Minimum Requirements:

- Bachelor ' s degree: master ' s or commensurate experience. Advanced degree in life science, pharmaceutical, technology, or data science preferred.
- 8+ years of industry experience
- Matrix / cross-functional leadership experience preferred
- Strong understanding and direct relevant experience with the technology landscape operations of pharmaceutical regulatory affairs
- Strong strategic problem-solving skills and ability to navigate un-charted territory without clear precedent
- Experience presenting/speaking at a senior management level with a proven track record of effectively communicating complex initiatives
- Strong global leadership skills demonstrated by a proven track record of successfully managing people, technology initiatives and/or leading groups or teams, inspiring innovative, strategic and big picture thinking.
- Demonstrated leadership in driving risk assessment and mitigation, clear strategic thinking, prioritization, maintaining awareness of global patient and business impact.
- Strong negotiation skills
- Excellent verbal and written communications
- Strong experience in technology process requirements, migration, release management, and validation/testing including audit and knowledge of regulatory requirements

The pay range for this position at commencement of employment is expected to be between \$176,400 and \$327,600/year; however, while salary ranges are effective from 1/1/25 through 12/31/2025, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an "at-will position" and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to [us.reasonableaccommodations@novartis.com](mailto:us.reasonableaccommodations@novartis.com) or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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