

Associate Director, Field Capability Development & Innovation

Job ID

REQ-10072691

Apr 06, 2026

LOC_US

About the Role

Key Responsibilities:

End-to-End Field Orchestration & Innovation

- Lead programs for end-to-end field orchestration of the future, collaborating with FIA pillars and IDS Capability Centers to define and deliver next-generation field capabilities.
- Own the detailed design requirements for field personas in future-state CRM, ensuring robust end-to-end field orchestration capabilities.
- Partner with cross-functional IDS teams (Data, Analytics & AI Products, AI & Innovation, CRM Strategy & Product Management) to drive AI-enabled field capabilities, such as smart call notes and intelligent workflow automation.
- Champion innovation in field operations, continuously seeking opportunities to leverage advanced analytics, AI, and agentic capabilities to transform workflows.

Capability Development, Continuous Improvement & Operational Excellence

- Apply process engineering and agentic capabilities to drive continuous improvement across business processes, in partnership with IDS Capability Teams.
- Identify and enable function-specific capabilities for CE, NPS, Medical, and other field teams (e.g., NPS reporting & tools, Medical end-to-end process flow).
- Lead and advance cross-functional account planning capabilities and workflow optimization using AI-driven insights.
- Oversee end-to-end business process re-engineering to automate all field analytics processes, including call planning automation, quarterly territory refinements, field reporting data requirements, and system enhancements to support field capabilities.
- Define and deliver end-to-end business requirements to elevate field capabilities, including data requirements, ARDs, and supporting tools, leveraging advanced analytics and AI.

Essential Requirements:

Education: Bachelor's degree required; Master of Science or MBA strongly preferred.

- Minimum 6+ years of experience in the pharmaceutical, biotech, or healthcare industries with a focus on strategic insights, decision science, analytics, and AI/Machine Learning Product Development
- Proven expertise in field analytics, process engineering, and AI-driven business process improvement.
- Demonstrated success in leading cross-functional teams and driving innovation in field orchestration and capability development.
- Strong background in integrating insights across diverse data sources and aligning them with business priorities.
- Excellent communication and collaboration skills, with experience influencing senior leadership and aligning teams around strategic goals.

Desirable Requirements:

- Hands on experience developing agents, agentic flow, particularly in Microsoft Copilot Studio environment and Agentic

Capabilities

- Cross-Functional Collaboration
- Data Science & Reporting Tools
- Operational Excellence
- Innovation & Change Leadership
- Account Planning & Workflow Optimization

Novartis Compensation Summary:

The salary for this position is expected to range between \$152,600.00 and \$283,400.00 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

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

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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