

# Director, Product Design (2 Positions)

Job ID

REQ-10074376

Mar 24, 2026

LOC\_US

## About the Role

### Major Accountabilities:

**Field User Insights & Design Priorities :** Partner with users and User Research to understand workflows, pain points, and platform usage patterns. Translate research insights and user feedback into design priorities and implementation roadmaps. Develop and maintain user personas and workflow documentation

**Multi-platform CRM Design:** Design wireframes, prototypes, and high-fidelity mockups balancing the need for exceptional user experiences and out-of-box implementation requirements. Optimize for multiple platforms and minimize data entry friction

**Field Usability Research & Validation:** Conduct field-based usability testing with user to validate designs in real-world conditions. Gather feedback on prototypes and iterate designs based on field testing insights.

**Design Contribution to Team Effectiveness:** Design CRM interfaces that reduce administrative burden, allowing teams to focus on customer engagement: Identify and eliminate design friction points that impact field team workflow efficiency

**Cross-Functional Collaboration:** Partner with Product Managers to understand business priorities and integration needs. Collaborate with Engineering and QA teams to ensure design feasibility and quality mobile implementation.

**Design and Delivery Excellence:** Drive continuous improvement in user experience through iterative design and innovation. Ensure designs meet accessibility standards and serve diverse team needs.

Novartis seeks accomplished UX designers with demonstrated success in CRM application design.

Strong expertise in cross--platform design, usability research, and the ability to optimize for real-world field work constraints are essential.

### Essential Requirements:

- Bachelor's degree in Design, Human-Computer Interaction, or related field required; Master's degree or UX Design certification preferred.
- Minimum of 8+ years of progressive experience in mobile UX/UI design, product design, or related roles, preferably in CRM, SaaS, or field mobility sectors
- Demonstrated success designing cross-platform applications for field-based and/or sales-focused user populations
- Hands-on experience creating wireframes, prototypes, and high-fidelity mockups that optimize for out-of-box platform optimization
- Demonstrated experience working in agile delivery environments, collaborating with cross-functional teams to drive rapid iteration and continuous improvement.
- Proven ability to own and implement design standards within delivery teams, ensuring consistency, quality, and alignment with organizational best practices across all CRM design initiatives
- Proven ability to conduct field-based usability testing and user research
- Proven ability to design for multiple constraints (platform, screen size, connectivity, battery life) without sacrificing functionality
- Strong knowledge of accessibility standards
- Experience with Salesforce or similar CRM platforms and mobile capabilities
- Proven ability to partner with product, engineering, and QA teams to ensure design feasibility and quality

implementation

- Knowledge of pharmaceutical workflows and field dynamics is highly desirable

Novartis Compensation Summary:

The salary for this position is expected to range between \$185,500 and \$344,500 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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