

# Manager-Payer MDM

Job ID

REQ-10069901

Apr 15, 2026

LOC\_IN

## About the Role

Key Responsibilities:

- Own and drive the Payer MDM roadmap in partnership with Product Owners and business stakeholders, aligning priorities, timelines, and measurable outcomes.
- Lead data governance for payer/plan/PBM domains, including definition and adoption of standards, policies, metadata, controls, and stewardship KPIs.
- Provide people leadership to analysts/stewards (coaching, workload planning, quality reviews, and capability building) and foster a culture of accountability and continuous improvement.
- Oversee curation and exception-handling operations, ensuring SLAs, escalations, auditability, and consistent stewardship practices across teams.
- Own the MDM data stewardship operating model (roles/responsibilities, workflows, controls, and escalation paths) and ensure alignment across regions and functions.
- Define, monitor, and improve data quality metrics (completeness, accuracy, timeliness, duplication) using dashboards, thresholds, root-cause analysis, and remediation plans.
- Lead configuration and continuous improvement of Reltio (data model, match/merge, survivorship, hierarchies, validation, workflows) and translate business requirements into scalable MDM solutions.
- Drive cross-functional alignment on payer business rules, hierarchy management, and golden record definitions; ensure consistent implementation across source systems and downstream products.
- Manage stakeholder engagement and vendor/partner relationships to resolve data discrepancies, drive adoption, and maintain adherence to quality and compliance expectations.
- Establish and strengthen monitoring/alerting and operational controls (DQ checks, reconciliations, audit trails) to ensure trusted mastered data delivery.
- Identify operational bottlenecks and implement process improvements and automation (including GenAI/agentive patterns where appropriate) to increase efficiency and reduce cycle time.
- Oversee data profiling and analysis (e.g., SQL/Snowflake) to support onboarding of new sources, control duplicate creation, and drive root-cause remediation with upstream owners.
- Govern payer/plan/PBM attribute definitions and reference data, and ensure hierarchy integrity and transformations meet business and analytics needs.
- Ensure reliable service to downstream consumers by managing release readiness, change communication, documentation, and production support for mastered payer data products.

Essential Requirements:

- Bachelor's or Master's degree in Computer Science, Information Systems, Engineering, or related field.

- 7–10 years of experience in Master Data Management and/or data governance, with demonstrated ownership of MDM delivery and operational outcomes (data modeling, match/merge, survivorship, hierarchies, stewardship workflows).
- Strong hands-on data analysis and profiling skills using SQL (preferably on Snowflake) to assess source readiness, define controls, troubleshoot issues, and drive root-cause remediation.
- Strong domain knowledge of US payer/plan/PBM concepts and common healthcare data constructs; ability to translate domain needs into golden record definitions and business rules.
- Experience applying automation and AI/GenAI capabilities to data operations (e.g., stewardship support, issue triage, monitoring, matching/curation acceleration) with strong judgment on risk, controls, and compliance.
- Working knowledge of data engineering patterns (ELT/ETL) and toolsets (e.g., Snowflake, Python, orchestration such as Airflow/ADF) to partner effectively with engineering and influence design decisions.
- Proven ability to lead through ambiguity with strong problem-solving, prioritization, and an automation-first mindset; experience establishing SLAs, controls, and operational metrics.
- People leadership experience (direct or matrix), including coaching, performance feedback, and delivery management across multi-disciplinary teams.
- Excellent stakeholder management and communication skills, including the ability to influence decisions, present insights to senior audiences, and drive cross-functional alignment.
- Experience managing external vendors/partners and driving change management for new data standards, processes, and platform enhancements.
- Strong program/project management skills to manage multiple workstreams, dependencies, and deadlines while maintaining delivery quality.

## Role Requirements

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Division

DIV\_IU

Business Unit

General Management

Location

LOC\_IN

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

FCT\_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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