

Digital Operations Intern

Job ID

REQ-10075671

Apr 10, 2026

LOC_BE

About the Role

Key Responsibilities

- Support the operational back-end for the HCP portal.
 - Coordinate and track incoming portal requests.
 - Support content updates, page requests, and minor configuration changes.
 - Act as a liaison with the webmaster, IT, external digital agency(s)
 - Run a basic pre-release QA checklist (links, key pages, formatting, tracking presence) and document results for review.
 - Log defects, escalate risks, and support re-testing after fixes, with final go/no-go approval retained by the Digital Manager.
 - Maintain clear documentation of requests, status, and outcomes.
- Support digital analytics and continuous optimization
- Support digital process improvement and documentation
- Digital governance/compliance operational support.
 - Maintain governance evidence (approvals, release notes, documentation) in the agreed repository to support audit readiness.
 - Track required training and access requests for relevant tools and follow up with stakeholders until completion/closure.

What We Ask

- Currently enrolled in (or recent graduate of):
 - Digital / Business / Marketing / IT / Data-related degree
- Strong operational mindset:
 - Hands-On & Proactive
 - Organized
 - Detail-Oriented
 - Comfortable with structured operational work and follow-through
- Analytical curiosity:
 - You like understanding why something performs the way it does
- Ability to solve complex problems using technology in innovative ways.
- Fluent in English
- Knowledge of Drupal 10 (Preferred)
- You are available for a minimum of 3 months and ideally for 6 months

What You'll Learn

- How a global digital platform is operated locally - from intake and prioritization to release and ongoing optimization
- How to deliver digital updates in a regulated environment, balancing speed, quality, and compliance
- The end-to-end lifecycle of digital operations: request → delivery → QA → measurement → optimization
- Practical experience coordinating with cross-functional stakeholders (business, IT, webmaster, agency)

- How to translate basic analytics into clear, actionable recommendations for improvement
- A structured internship experience where you will be trusted with responsibility, empowered to achieve your goals, and supported to unlock your potential

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>

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Division

DIV_IM

Business Unit

General Management

Location

LOC_BE

Site

Vilvoorde

Company / Legal Entity

BE03 (FCRS = BE003) Novartis Pharma nv-sa

Functional Area

FCT_MM

Employment Type

Temporary (Fixed Term)

Shift Work

No

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