

Manager, Manufacturing Technical Support

Job ID

REQ-10080310

Jun 10, 2026

LOC_US

About the Role

Location:

- This position will be located in Durham, NC and will be an onsite role.
- Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Key Responsibilities:

- Lead and develop technical support team to deliver manufacturing performance and continuous improvement outcomes
- Oversee MES Master Batch Record execution and optimize processes to drive shop floor efficiency
- Coordinate and manage manufacturing deviations, ensuring timely investigation and resolution
- Serve as subject matter expert for product and process knowledge, driving innovation and data-driven improvements
- Author and complete manufacturing investigations, ensuring timely closure and effective corrective actions
- Prioritize and coordinate electronic batch record updates with manufacturing and cross-functional partners
- Oversee technical training programs to ensure operator qualification and end-to-end capability development
- Manage process and product change controls, ensuring compliance with guidelines and regulatory expectations
- Drive Lean practices and continuous improvement initiatives to enhance quality, productivity, and operational performance
- Collaborate cross-functionally to deliver technical solutions, strengthen compliance, and meet business objectives

Essential Requirements:

- Bachelor's degree in Biotechnology, Chemistry, Pharmacy, Microbiology, or related life science field
- Minimum seven years of experience in pharmaceutical or biopharmaceutical manufacturing environment
- Strong understanding of GMP and regulatory requirements in a production setting
- Proven knowledge of manufacturing processes and product lifecycle within a regulated environment
- Demonstrated leadership experience managing teams and driving performance in technical operations
- Ability to lead investigations, manage change controls, and drive continuous improvement initiatives

Novartis Compensation and Benefit Summary:

The salary for this position is expected to range between \$103,600 and \$192,400 annually

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.

#LI-Onsite

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_TO

Business Unit

Production / Manufacturing

Location

LOC_US

Site

Durham

Company / Legal Entity

U473 (FCRS = US473) Novartis Gene Therapies

Functional Area

FCT_TO

Job Type

Full time

Employment Type

Regular

Shift Work

No

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