

Global Clinical Operations AI Product Director

Job ID

REQ-10084106

Aug 26, 2026

LOC_US

About the Role

Key Responsibilities

- Identify clinical operations challenges and translate them into high-value Artificial Intelligence (AI) opportunities and product concepts.
- Define use cases, scope, value hypotheses, and requirements for prioritized products within the Global Clinical Operations AI portfolio.
- Evaluate emerging AI technologies, vendor solutions, and enterprise capabilities to inform product direction and design.
- Bridge business stakeholders and technical teams, translating operational needs into clear, actionable functional requirements.
- Lead AI products through design, Minimum Viable Product (MVP), pilot, refinement, scaling, and sustained adoption.
- Ensure solutions are user-focused, compliant, and aligned with privacy, AI guardrails, and Good Practice (GxP) requirements.
- Drive adoption by validating solutions with users, gathering feedback, monitoring outcomes, and supporting organizational change.
- Partner across Global Clinical Operations, Development AI, Digital, Data and Information Technology (DDIT), Quality, and Compliance.

Essential Requirements

- Bachelor's degree in computer science, engineering, life sciences, or a related field, or equivalent relevant business experience.
- At least seven years' relevant experience in leadership roles
- Experience in product management, digital delivery, Artificial Intelligence (AI) solution delivery, or a closely related discipline.
- Strong understanding of clinical operations, drug development, life sciences, or another highly regulated operating environment.
- Proven ability to translate business needs into clear AI requirements, use cases, product scope, and value propositions.
- Experience delivering products through the Software Development Life Cycle (SDLC) using Agile or Scrum methodologies.
- Understanding of AI and Machine Learning (ML), model lifecycle concepts, and AI-enabled workflow design.
- Demonstrated success leading cross-functional initiatives, navigating complex matrix environments, and delivering measurable operational value.

Desirable Requirements

- Postgraduate qualification such as a Master of Science (MSc), Master of Business Administration (MBA), or Doctor of Philosophy (PhD).
- Experience enabling AI adoption or organizational change within clinical operations or a Good Practice (GxP) regulated environment.

Novartis Compensation and Benefit Summary:

The salary for this position is expected to range between 194,600.00 - 361,400.00 USD Annual

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

Division

DIV_GD

Business Unit

Development

Location

LOC_US

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

FCT_DD

Job Type

Full time

Employment Type

Regular

Shift Work

No

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