

Product Expert - Web CMS - Drupal

Job ID

REQ-10089318

Oct 06, 2026

LOC_IN

About the Role

Location: Hyderabad #Hybrid

Key Responsibilities

Strategic Web Experience Leadership

- Operationalize the global Drupal Web Strategy by translating strategic objectives into actionable roadmaps and prioritized backlogs.
- Champion best practices in user experience (UX), content governance, accessibility, and web performance to deliver consistent, high-quality digital experiences across markets.
- Align web initiatives, governance, and delivery plans with enterprise priorities, brand guidelines, and compliance requirements.

Demand Management

- Review, assess, and prioritize incoming requests and support tickets from country stakeholders.
- Recommend scalable solutions and alternative approaches in collaboration with Product Owners and DDIT teams.
- Act as the voice of the markets, ensuring business requirements are accurately represented and addressed.

Project Planning & Release Coordination

- Partner with Product and DDIT teams to define release scope, objectives, deliverables, and timelines.
- Coordinate release activities and facilitate product demonstrations for business stakeholders.
- Drive stakeholder engagement and ensure effective communication throughout the release lifecycle.

Testing, Quality Assurance & Sign-Off

- Review and validate business requirements to ensure completeness, traceability, and test readiness.
- Define and execute test scenarios covering critical business processes and real-world use cases.
- Conduct UAT, identify defects, and manage issue tracking through JIRA.
- Participate in walkthroughs, defect triage, and resolution discussions.
- Drive test sign-off and ensure completion within agreed timelines.
- Perform smoke testing and quality checks to validate release readiness.
- Maintain high standards of documentation, governance, and release traceability.

Essential Requirements

- Hands-on experience with Drupal CMS, including deployment and support of large-scale, complex global web platforms.
- Strong knowledge of web experience management, content governance, UX principles, accessibility, and website performance optimization.
- Experience working with digital technology platforms including Drupal, Google Analytics, Google Tag Manager (GTM), Salesforce, and JIRA.
- Proven ability to manage demand intake, prioritize business requirements, and translate needs into scalable solutions.
- Strong understanding of Agile product delivery methodologies.
- Demonstrated experience working with senior stakeholders and leading strategic business discussions.

- Proactive, ownership-driven mindset with the ability to independently drive outcomes and resolve challenges.
- Excellent communication, presentation, and stakeholder management skills.
- Ability to simplify complex concepts and communicate them effectively to technical and non-technical audiences.
- Strong collaboration skills with experience working across cross-functional and global teams.

Desirable Requirements

- Experience supporting global web platforms across multiple regions and markets.
- Exposure to web governance, content operations, and enterprise digital transformation initiatives.
- Knowledge of release management, UAT frameworks, and quality assurance best practices.
- Experience facilitating stakeholder workshops, product demonstrations, and panel discussions.
- Familiarity with data-driven decision-making and digital analytics reporting.
- Experience building scalable web solutions while balancing business, compliance, and technical considerations.
- Natural curiosity, continuous improvement mindset, and ability to influence stakeholders without direct authority.

Role Requirements

Division

DIV_IM

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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