NOVARTIS

Senior Principal Product Operations Manager Applied Gen AI

Job ID
REQ-10043086
Mar 06, 2025
Switzerland

Summary

As a Product Operations Manager of Applied Generative Artificial Intelligence solutions, you play a key role in the co-leadership team that will define, build, and support Generative Artificial Intelligence (GenAI) capabilities for drug discovery. In the co-lead context, you are accountable for all aspects of the software operations from supporting adoptions & integrations, user-support, maintaining stable and secure systems, to increasing the value and operational excellence on the team.

As a co-lead and a member of a cross-functional, matrixed team, which may consist of software and data engineers, business analysts, designers and user supporters, your primary responsibilities include but not limited to:

About the Role

- Owning all operational aspects for one or more Agentic AI solutions within the product team, including stable operations and infrastructure
- Oversee the end-to-end operations of the Agentic AI platform, ensuring continuous, uninterrupted operation of AI systems, data integrations, cloud infrastructure, and associated services
- Implement and maintain monitoring tools to track platform health, AI model performance, and system resource usage, proactively identifying performance bottlenecks and work with technical teams to optimize system efficiency and reduce redundancy
- Mitigating operational risks and manage incident detection and resolution
- You collaborate closely with the external technology partner to support integration needs, driving solutions for common user community issues
- Engaging with user communities to understand their scientific needs and questions and identify/guide ways of leveraging the existing platform
- You effectively connect to, and collaborate with, product teams managing our core data platforms required by the GenAI platform to ensure stability and data accuracy
- You contribute to vision and opportunities for GenAI to speed-up, streamline and innovate drug discovery by supporting your co-leads by bringing user insights into requirements for, and facilitating data access to technology experts and partners.
- Manage incidents and troubleshooting, including investigating and solving recuring incidents
- Providing end-user support, communication, knowledge-base documentation, and trainings
- Leading Vulnerability management efforts, ensuring security, compliance, usability, performance, and sustainability requirements are met
- Ensuring license compliance, applying patches, and managing roll-out and upgrades

- Guiding and coordinating small teams of external application supporters, ensuring effective prioritization of operational activities,
- Ensuring adherence to Novartis global Information Security and Quality standards and policies for all products/services
- Ensuring regulatory Compliance (e.g., GLP & GCP) standards and policies for GxP products/services, if applicable
- Ensuring operational activities and outcomes are reflected on product roadmaps
- Engaging with other product teams within and across product lines to leverage operational synergies

Experience:

- +5 years of experience in managing AI platform, cloud services, or technical operations
- Experience in IT or informatics
- Familiarity with drug discovery research or life sciences
- Bachelor's degree in a technology or scientific subject
- Knowledge of AI principles and familiar with Agentic AI frameworks (LangChain or similar).
- Familiarity with cloud platforms and their AI-related services
- Prior experience of operations and support in cloud environment, working with cloud services and AI-related services
- Strong proficiency with API calls and API data
- Proficiency with scripting and automation tools (e.g. Python, Terraform, Jenkins) for operational tasks
- Experience in incident management, troubleshooting and resolving issues related to AI model performance, cloud infrastructure, and platform services
- Strong analytical skills with the ability to diagnose and resolve complex technical issues related to AI services, infrastructure, or integrations
- Experience in software support, IT operations or software development in complex business environments
- Strong communication skills
- Highly collaborative, proven experience as a team player
- Familiarity with Agile software development and SDLC
- Knowledge of Information Technology Service Management (ITSM)
- Familiarity with DevOps tools
- Experience in a drug discovery or scientific research setting preferred

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

Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve.

Join our Novartis Network:

Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: https://talentnetwork.novartis.com/network

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

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: https://talentnetwork.novartis.com/network

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: https://www.novartis.com/careers/benefits-rewards

Division
Biomedical Research
Business Unit
Pharma Research
Location
Switzerland
Site
Basel (City)
Company / Legal Entity
C028 (FCRS = CH028) Novartis Pharma AG
Alternative Location 1
Cambridge (USA), Massachusetts, USA
Functional Area
Research & Development
Job Type
Full time
Employment Type
Regular
Shift Work
No
Apply to Job

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Job ID
REQ-10043086

Senior Principal Product Operations Manager Applied Gen AI

Apply to Job

List of links present in page

1. https://www.novartis.com/about/strategy/people-and-culture
2. https://talentnetwork.novartis.com/network
3. https://www.novartis.com/about/strategy/people-and-culture
4. https://talentnetwork.novartis.com/network
5. https://www.novartis.com/careers/benefits-rewards
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Basel-City/Senior-Principal-Product-Operations-Manager-Applied-Gen-AI_REQ-10043086
7. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Basel-City/Senior-Principal-Product-Operations-Manager-Applied-Gen-AI_REQ-10043086