

# Solution Design Director

Job ID  
REQ-10039245  
Feb 28, 2025  
Estados Unidos

## Resumen

About the role:

This is a hybrid role and can be located in either East Hanover, NJ or Basel, Switzerland.

The Solution Design Director is accountable for designing, describing, and managing solution engineering to bridge the gap between endemic business problems and technology solutions. A visionary designer of standard practice, driven by creative-thinking and business analytics. The Solution Design Director will lead analytics solution development projects and manage existing solutions, designing robust proposals that generate real-world evidence using both best practices and creative, innovative approaches.

## About the Role

The Solution Design Director acts as a Product/Solution owner of PSP technology solutions. They will have high levels of business acumen and cutting-edge technical insights, going beyond industry boundaries, and can lead change in practice by fluently communicating the overall technical/functional blueprint for a particular vision. The Solution Design Director is a problem solver by nature and plays a critical role in defining and enabling change for business success and retains responsibility for industrializing positive novel solutions into standard operating practice. Acting as a technical/functional expert, providing consultation and training to certain stakeholder groups.

## Key Responsibilities:

- Create best-in-class intelligent business solutions for PSP by strong partnership e.g., with Strategy, Business Insights and Technology (SIT) and Novartis Operations
- Accountable to lead agile design teams and implement best in class learnings from industry
- Translate business challenges into value-adding products, services, and customer experiences in a fast paced, agile manner from a vision through to successful implementation
- Operate as a thought-leader to drive transformative solutions across PSP and Global functions incorporating industry-agnostic thinking and progressive actions to transform GCO operations with tangible simplified results for line functions and/or key customer journeys (patient, site, physician, sponsor)
- Influence stakeholder thinking and challenge status quo by leveraging experience, observations, industry trends, standard methodologies, leading technology, and process improvement ideas to deliver superior business value

- Accountable for leading business stakeholders, technology/engineering teams, and other internal/external partners in the re-engineering of processes and building supporting, customer-focused solutions technology solutions
- Lead execution and coordinate projects with a focus on vision through ambiguity, superior written and verbal communication, strong change management practices
- Ensure effective delivery of high-impact 'must-win' transformative programs to implement new engagement, practices and business models within agreed timelines, budget, and resources at the required quality level
- Lead the design of processes and systems that facilitate the roll-out of 'scalable experiments' across the business, and ensure proven solutions are integrated within standard business operations through exceptional change management practices
- Convene and lead high performing teams via crowd-sourcing techniques to achieve superior results in a motivating work environment

### **Essential Requirements:**

- Bachelor's degree in life science and/or business analytics and/or project management. Advance degree preferred (PhD., MBA desired or equivalent)
- 7+ years of pharmaceutical industry or in business analytics and/or project management, with previous experience in either drug development or project management, in the Pharmaceutical, CRO or product services industry
- 7+ years of Industry experience in building intelligent solutions in a complex fast-moving international or large national multi-disciplinary data & analytics environment
- Strong leadership and project management skills in global setting and proven ability to develop high performing teams and diverse profiles
- Proven track record to effectively engage associates from widely varying backgrounds & functions and operate autonomously in a dispersed, complex, matrixed organization
- Proven ability to orchestrate a complex process that involves multiple discrete initiatives and demonstrated responsibility for making the day-to-day decisions and leading to significant operational efficiency and productivity
- Proven ability to foster innovation, transformation, and thought-leadership, exemplary written and interpersonal communication skills
- Proven ability in breaking down barriers, aligning initiatives and solutions and powering new models of performance delivery resulting in meaningful alignment between clinical operations global line functions
- Experience leading the development and/or implementation of digital products and familiarity with external digital innovation ecosystem preferred
- Integrated thinker across development functions with ability to scope and challenge their plans and deliverables

- Strong matrix management skills for bridging stakeholders (business, scientific, technical)
- **Languages:** Fluent English (oral and written)

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Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between \$168,000 to \$312,000/year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills, and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

**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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