

# Manager - Patient Support Analysis

Job ID  
REQ-10038965  
Mar 06, 2025  
India

## Summary

A Healthcare Analytics Manager is responsible for leading data-driven initiatives that provide actionable insights to inform strategic business decisions in healthcare organizations. This role involves conducting deep-dive analyses to improve business performance, collaborating with cross-functional teams to define and complete analytics roadmaps that support the organization's goals as well as communicating actionable insights to relevant stakeholders.

## About the Role

### Key Responsibilities:

- Explore, develop, implement, and scale analytical solutions that address customer needs. **Co-create** with key stakeholders to build partnerships & collaborations.
- Strong **data storytelling mindset** with experience in handling projects independently
- Strong **Project Management** skills for leading the delivery of multiple projects, ensuring delivery of efficient and high-quality deliverables. Develop and coordinate project plans across the requirement gathering, design, development, testing and deployment stages of a project to support the successful delivery of dashboards
- Should have techno functional capabilities and should know how to use AI tools like a chatbot and would be required to do **gap analyses and share inferences from the same** in order to help make the AI tools better
- Functionally working with team of experts to incorporate industry leading best practices into services and solutions as well working with them to enable meticulous implementation strategic priorities
- Expertise in working **Proof of Concept/Prototype** development to pilot and pivot new capabilities
- Closely collaborate with business to drive BI best practices and build strong reporting/data visualization
- Work in **collaboration** with cross-functional teams to maximize value
- Provide effective and timely responses to **ad hoc requests**
- Should have **agile mindset** to continuously improve and augment the solutions via different tools and technologies

### Minimum Requirements:

- Masters/ bachelor's in technology/ life-sciences/ management
- Strong technical and functional expertise in analytics
- Experience of 5-7 years in pharma or industry with wide maturity of analytics and reporting, Patient support analytics experience desired
- Experience in excel, PPT storyboard, SQL, Python/R along with data science python libraries, DataIKU
- Should have intermediate to advanced knowledge of applied statistics for analytics

- Consulting, project management and storytelling skills
- Ability to bridge the gap between the business team and tech. team by playing the analytics translator role
- Ability to architect and design reporting solutions for broad business/client needs
- Experience with Agile ways of working/ Six Sigma Greenbelt certified
- Experience in understanding and designing wide variety of complex data models
- Expert understanding of enterprise standard platforms, tools and technologies
- Ability to motivate and inspire teams, individuals working on products and projects
- Passion and commitment to drive results through unbossed wow and growth mindset
- Strong communication skills with flexibility to adapt wow for different cultures

#### **Desired Requirements:**

- Strong analytical thinking with problem solving approach
- Should have exposure to cross-functional/ cultural work environment
- Should be customer service oriented.

**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?

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Division

Operations

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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

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