

Senior Principal Product Operations Manager

Applied Gen AI

Job ID

REQ-10039778

Feb 28, 2025

USA

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.

About the Role

Major accountabilities:

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:

- 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 recurring 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

Key performance indicators:

- +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

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between \$114,100 and \$211,900 per 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.

You’ll Receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

Commitment to Diversity & Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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>

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to

individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Division

Biomedical Research

Business Unit

Pharma Research

Location

USA

State

Massachusetts

Site

Cambridge (USA)

Company / Legal Entity

U175 (FCRS = US175) Novartis Institutes for BioMedical Research, Inc.

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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