

Whatfix Lead

Job ID
REQ-10041227
Feb 26, 2025
India

Sommario

Job Description Summary
Location: Hyderabad #LI Hybrid

About the role:

The Whatfix Lead will have overall responsibility of Whatfix Approach in LDC participating and collaboration on Whatfix functionality (current and new) within NVS standards. Liaison & Support between Business Process Management and Whatfix team, included new Apps Configuration, Analysis & Development. Supporting all activities related to new/existing team members, access management and content creation. Responsible to drive and conduct workshops and demonstrations in the tool to provide walkthroughs of the system to new members. Responsible and accountable for uniform user experience across the applications and countries deployed. Owner and responsible to maintain LDC Dashboards.

About the Role

Major Accountabilities

- Whatfix functionality (Across all functions in LDC (FI&PRO, COM, OPS))
 - A. Use case identification and Requirements finalization
 - B. Design & Development
 - C. User Acceptance Testing
 - D. Content Operations Enhancements and Changes post go-live
 - E. Responsible and accountable for uniform user experience across the applications and countries deployed
 - F. Participate in the Investigation of current and new Whatfix functionality
 - G. Participate in the Testing of current and new Whatfix functionality
 - H. Participate in the Implementation of current and new Whatfix functionality

- WF Admin - across LDC Dashboards
 - A. User access Management in Whatfix
 - B. Maintain "Themes" in Whatfix to align with the Novartis Brand Identity
 - C. Ensure content is structured as agreed within the Whatfix Dashboard

- Access Management (S/4HANA)
 - A. User access Management in S4/HANA
 - B. Training environment support for KT sessions

- Minimum Bachelors with 5+ years' experience with WhatFix
- Project management, experience of managing multiple complex projects at the same time
- Advanced S/4HANA knowledge
- Experience with Learning tools to produce training content
- Strategic thinking, planning and execution; business savvy
- Consulting, facilitation and business partnering skills

Desired Skills

- Ability to work with a cross-functional, cross-cultural team within a matrix organization
- Strong customer service orientation

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>

Divisione

Operations

Business Unit

Innovative Medicines

Posizione

India

Sito

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Risorse umane

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Accessibility and accommodation

Novartis is 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 recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information.

Please include the job requisition number in your message.

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

Job ID
REQ-10041227

Whatfix Lead

[Apply to Job](#)

Source URL: <https://www.adacap.com/careers/career-search/job/details/req-10041227-whatfix-lead>

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/careers/benefits-rewards>
4. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Whatfix-Lead_REQ-10041227
5. <mailto:diversityandincl.india@novartis.com>
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Whatfix-Lead_REQ-10041227