

Product Implementation expert - Learning & Skills Technology (CSOD)

Job ID
REQ-10075552
апр 10, 2026
Индия

Сводка

The role "Product Implementation expert - Learning & Skills Technology (CSOD)" is part of People technology data and insights (PTDI) organization, supporting product owner in technology landscape management, enhancement as well as business management activities.

This role supports Novartis's learning, talent, and skills technology ecosystem, including CSOD LMS/LxP and talent marketplace. The role serves as a subject matter expert, translating business needs into system functionality while ensuring compliance with company and industry standards. Key responsibilities include business analysis, system governance and configuration, change and release management, technical service support, reporting and metrics, vendor collaboration, and systems documentation. The position partners with HR, IT operations and vendor teams to maintain the platforms, deploy enhancements, drive adoption, maintain validated state, and support audits, privacy, and GxP requirements globally.

About the Role

Key Responsibilities

- Act as techno-functional expert / business analyst for learning and skills technology landscape of the organization.
- Coordinate and engage with both internal and external stakeholders throughout the organization. Challenge existing processes, Translate business requirements into optimal technical solutions in partnership with IT operations team, and drive platform adoption.
- Maintain expert-level knowledge of HR systems, including features/configuration options, advise stakeholders on best practices and roadmap alignment.
- Lead change & release deployment execution, design/build/automation support, configuration coordination, end-to-end testing, and move-to-production readiness.
- Provide technical support to sustain system health and workflows, troubleshoot issues, perform root-cause analysis, and manage escalations.
- Operate within defined service management standards to fulfil service offerings and ensure consistent delivery quality.
- Deliver reporting and dashboards, analyze data for trends and continuous improvement opportunities.
- Coordinate with internal support teams, integration partners, and product vendors to resolve issues and implement enhancements in line with vendor release calendars.
- Maintain governance and compliance with both internal and external policies—including GAMP and CFR 21 Part 11—through rigorous audits, controls, and data integrity measures.
- Support regulated environment GxP validation and periodic review activities. Maintain audit-ready state of the systems in scope.
- Own and maintain configuration/technical documentation (workbooks/specs), operating procedures, knowledge content, and application standards.

Essential Requirements:

- Product certifications / equivalent product implementation or support experience on Learning management systems and learning experience platforms, preferably Cornerstone OnDemand (CSOD) or any other leading industry platforms
- 5+ years of practical experience with relevant systems, including CSOD LMS & LxP, Data Integration, APIs, and third-party content management system integration such as Coursera—in areas such as implementation, configuration, release management, and third-level support.
- Hands-on experience of GxP, Computer System Validation (CFR 21 Part 11), Data Privacy and regulatory Compliance
- Role-model self-awareness and a growth mindset through continuous learning, acknowledging gaps, and personal accountability.

Desirable Requirements:

- Experience / proven knowledge of artificial intelligence tools & use cases for learning & talent systems
- Demonstrated ability to work in cross functional teams within international & matrixed environment.
- Excellent written and verbal communication skills
- Solid organizational skills include attention to detail and multi-tasking skills.
- Experience in pharmaceutical or life science industry would be a plus.

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Дивизион
People & Organization
Business Unit
Human Resources
Место
Индия
Сайт
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
Управление персоналом

Job Type
Full time
Employment Type
Regular
Shift Work
No

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

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.

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