

# RA System and Strategy Specialist

Job ID  
REQ-10030142  
Nov 25, 2024  
United Kingdom

## About the Role

This role offers hybrid working, requiring 3 days per week/12 days per month in our White City, London office.

### Major Accountabilities:

- Provide first line systems and end user support e.g. incident management and service request management (including assessing, resolving or escalating technical issues).
- Facilitate communication and collaboration between RA Ops and NBS IT in matters pertaining to, RA owned applications, such as monitoring problems and summarizing activities for reporting to management.
- Coordinate with 2nd level support to address escalated System issues.
- Prepare user manuals, working instructions and training materials as appropriate, ensure training are recorded and records maintained in the relevant Novartis quality system.
- Participate in RA project initiatives involving, but not limited to, requirements gathering and analysis, migration, and deployment activities.
- Participate in validation and implementation activities for system upgrades and functionality enhancements as appropriate.
- Liaise with internal stakeholders to map business models, existing systems and establishes scope, business priority for change initiatives of small and medium size and complexity.

### Essential Requirements:

- BS or MS degree in Computer Sciences or Life Sciences or a relevant discipline.
- Fluent in English (Strong oral and written skills required).
- Systems related experience in Pharma (preferably in a Regulatory environment) or related industry.
- Working knowledge with RA relevant computer programs and systems with demonstrated ability to learn and train others on new systems quickly.
- Basic knowledge of the worldwide Health Authority submission formats as well as the overall drug development process and related document requirements is desirable.
- Knowledge and experience with eCTD, IDMP, Publishing Standards and applicable related tools is desirable.
- Knowledge of ticketing tools, validation tools and concepts of GxP Software Development and testing is desirable.

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>

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

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## Role Requirements

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**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>

Division

Development

Business Unit

Innovative Medicines

Location

United Kingdom

Site

London (The Westworks)

Company / Legal Entity

GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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