

AOP Health is the European pioneer for integrated therapies for rare diseases and in critical care. To enhance our team in Vienna we are looking for a:

Serialization Manager / Serialization System Owner

1190 Vienna | Full-time employee | Start: as of now |



We are looking for a Serialization Manager / Serialization System Owner, who will have end-to-end responsibility for our serialization systems and processes, will ensure stable, GMP-compliant system operations and act as a key interface between IT, Quality, Packaging, external partners, and regulatory authorities, supporting global market requirements.

What Your Day To Day Will Look Like

Act as System Owner for serialization-related IT systems (e.g. Avarto, Melior, LSPedia)

Ensure compliant system operation in a GMP environment, including:

- SOP management
- Change control
- Validation activities
- Periodic reviews
- User and access management
- Onboarding activities
- Manage connectivity to regulatory hubs and authorities (e.g. EU-Hub / EMVO, DSCSA)
- Coordinate serial number and master data exchange with authorities, CMOs, and wholesalers
- Administer products, SKUs, and product catalogs (e.g. GS1 standards, BrandSync)
- Support onboarding of new products and markets (e.g. GCC, US, LATAM)
- Implement system changes in collaboration with internal stakeholders and external vendors
- Support serialization-related projects and regulatory implementations
- Handle serialization alerts and support QA investigations and incident reporting
- Manage serialization-related fees and annual agreements with NMVOs
- Act as the primary point of contact for serialization topics for internal and external stakeholders

Your Qualifications And Experience

- Bachelor's degree in Natural Sciences, Business Administration, Information Technology or a related field or

comparable professional experience as a key user or system owner in complex IT environments

- Several years of experience with serialization systems or secondary packaging automation in a GMP-regulated environment
- Strong knowledge of pharmaceutical serialization regulations (EU FMD; DSCSA is an advantage)
- Confident handling of complex IT systems and interfaces
- Structured, precise, and independent working style
- Strong analytical and problem-solving skills
- Ability to clearly communicate technical and regulatory topics to diverse stakeholders
- High level of reliability and resilience in a regulated environment
- Very good English skills; additional languages are an advantage

Our Offer

- An open corporate culture with the opportunity to contribute your own ideas
- Working independently in a collegial and committed team
- Modern working environment with good public transport connections (U4 - Heiligenstadt)
- Flexible working hours (flexitime/time-out days), bonus scheme, additional benefits and employee events
- Structured onboarding and support through a buddy system
- Due to legal requirements, we are obliged to disclose the collective agreement minimum salary, which is EUR 45.080.- gross per year, based on full-time employment. However, our actual remuneration packages are market-oriented and aligned with your qualifications and professional experience.

If you would like to work as a team player in an international environment and can identify with our values "Agile, Ambitious, Aligned, Accountable and Appreciative", then: Take this CHANCE and

Main Benefits

Health
insurance

APPLY NOW

Employee
discount

Initiative application



Company car



Flexible working hours



Laptop



Initial and continuing education



Canteen



Good transport connection



Employee events



Meal allowance



Company doctor

Your Contact



Kenny Trappl

Talent Acquisition Manager

*Further information on our website:
aop-health.com*