

PS&S Application Support Expert

Job ID
REQ-10037210
Feb 10, 2025
India

Summary

Location: Hyderabad #LI Hybrid

About the role:

To support the development of P&O processes, principles, and guidelines for a small client group, as well as coordinate data analysis and evaluation, in support of the implementation and/or maintenance of processes / services / continuous improvement in scope.

About the Role

Your responsibilities include, but not limited to:

- Support the team in the operational conversion of P&O strategic objectives.
- Provide support and specific advice in the implementation of processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) and provide guidance and assistance on problems and requests to customers/users through consulting and training -Support the identification and planning of services P&O Services will provide.
- Handle standard service requests, answer questions, resolve problems if possible or support problem resolution by close collaboration with next level support and/or experts -Perform user administration tasks (e.g. access management).
- Track service requests and troubleshoots – analyze error messages and questions -Support periodic cost and efficiency analyses to support productivity objectives -Support personnel cost budgeting process and control.
- Support evaluation of the services / processes / continuous improvement in scope.
- Contribute to P&O Services projects at country or BU level

Minimum requirements

- Bachelor's Degree or equivalent.
- At least 2 years of Experience in SAP P32 (HR module) or Workday Data changes or both.
- Skilled in collaborating with diverse teams and functions globally.
- Ability to navigate ambiguity with ease.
- Demonstrates proactiveness and resourcefulness. Quick to grasp new concepts.
- Shows creativity in resolving issues

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>

Division

People & Organization

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Human Resources

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-10037210

PS&S Application Support Expert

[Apply to Job](#)

Source URL: <https://uat2.novartis.de/careers/career-search/job/details/req-10037210-pss-application-support-expert>

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/P-O-Technology-Expert_REQ-10037210
5. <mailto:diversityandincl.india@novartis.com>
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/P-O-Technology-Expert_REQ-10037210