

P&O Technology Product Expert

Job ID
REQ-10030259
Nov 18, 2024
Czech Republic

About the Role

Key Responsibilities:

- **Change and Release Management:** Partner with business representatives & DDIT to build, automate and release solutions based on system best practices and business priorities.
- **System Management:** Support the delivery of vendor upgrades and releases according to the vendor release calendar.
- **Technical Support:** Provide support to ensure good system health and efficient workflows. Resolve system issues, perform root cause analysis, and escalate major issues as needed, this includes directly resolving queries where explanation or clarification is required and interacting directly with the requester when further information is needed to resolve an issue.
- **Service Management:** Fulfil technology services requested from the service offering in line with service management and delivery standards and according to defined Good Service Practices (GsP) and Service Level Agreements.
- **Reporting and Metrics:** Produce and manage reports, metrics and dashboards to provide relevant insights to business stakeholders. Analyse data to identify trends and areas for improvement.
- **Vendor Management:** Collaborate with vendors, integration partners, and Managed Service Providers (MSP's). Maintain strong relationships with vendors to ensure timely resolution of issues and implementation of enhancements.
- **Compliance and Governance:** Ensure adherence to legal requirements, data privacy, and compliance standards. Advocate for compliance in business requirements during product design and validation phases.
- **Communication and Collaboration:** Proactively communicate on systems-related topics to the appropriate internal stakeholders within the Function and Service Delivery teams.
- **Documentation and Administration:** In partnership with DDIT own configuration documentation (e.g. workbooks, technical specs) and ensure timely updates of such documentation.

Commitment to Diversity & Inclusion: :

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

What you'll bring to the role:

- Minimum of 3 years Knowledge and experience with P&O technologies and tools (e.g., Workday, ServiceNow, SAP HCM, Cornerstone on Demand, Avature, Benify, Gloat).
- Experience in system implementation, configuration, and support.
- Strong experience with Agile methodologies.

- Strong experience with Service Management and Delivery
- Excellent communication and interpersonal skills.

Desirable requirements:

- Bachelor's degree or equivalent experience in P&O systems or related field.
- Experience in a global, matrixed environment

You'll receive:

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement); 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 90 CZK for each working day (full tax covered by company); MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to 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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Role Requirements

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

Czech Republic

Site

Prague
Company / Legal Entity
CZ02 (FCRS = CZ002) Novartis s.r.o
Alternative Location 1
Malaysia
Alternative Location 2
Mexico
Alternative Location 3
India
Alternative Location 4
Ireland
Functional Area
Human Resources
Job Type
Full time
Employment Type
Regular
Shift Work
No
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