

Assoc. Dir. DDIT GF Sol.Del. T&A

Job ID
REQ-10034407
Dec 18, 2024
India

Summary

Contribute to the day-to-day management of various systems, tools, or applications, ensuring their stability and integrity while meeting customer service levels. Act as a Senior Specialist for project delivery and/or operations within the specified business sub-capability. Collaborate with Business Stakeholders and TT Strategic Business Partners to perform demand analysis, propose and evaluate solutions, and ensure successful project delivery.

About the Role

Roles and Responsibilities:

- Define, build and implement enhancements to HR/P&O processes and structures that will improve the P&O function's alignment to business objectives and ability to help drive business results
- Review and troubleshoot integration, Triage and solve issues, Application support/ tweaking the written code
- Define, build and implement enhancements to HR/P&O processes and structures that will improve the P&O function's alignment to business objectives and ability to help drive business results
- Own/Participate in the following key activities: Release Management, Regression Testing, Tenant Management, Data Upload, Major Outage/Communication/Updates and Incident Management
- Manage Application Life Cycle services with WD
- Mentor team members and processes
- Ensure that system designs adhere to solution architecture design (i.e. high-level conceptual design) and are traceable to functional as well as non-functional requirements in projects/enhancements
- Ensure the overall user experience is taken into account when designing new solutions and services are peer reviewed, formally documented and signed off by business
- Ensure system design standards are defined to improve and sustain standardization of solutions adhere to architectural roadmap and support the development, execution and operations of solutions

Core Workforce Competencies (knowledge and skills):

- **Hands-on experience** with WorkForce Suite offer, including Time & Attendance, Absence Management, and Advanced Scheduling. Knowledge of Analytics module is an advantage
- **Expertise in configuration and troubleshooting**, including business rules, custom validations, and data mapping.
- **Integration experience**, including working with APIs, connectors, and middleware tools like SAP or other HRIS platforms and payroll technology.
- Experience with system architecture, tenant management, and version upgrades.
- WFS certification is an advantage

Essential Requirements:

- Bachelor's degree, preferably in Computer Science, Information Technology, Computer Engineering, or related IT discipline
- **12+** years of IT experience, knowledge of the HR function and processes is must
- **2** end-to-end projects, with at least one leading a workstream for a module or **8+** years of support experience in Workday configuration and implementation. In this role, you will assist the team to implement the project and help out with the transitioning from the current setup of SAP HR
- Travel up to 25% through key deployment lifecycle activities
- Experience in all phases of the technology implementation lifecycle (requirements gathering, design, build, go-live, testing)
- Experience leading requirements gathering workshops or facilitating meetings
- Ability to interact at all levels of the organization
- Ability to manage work, lead as necessary and mentor team members
- Ability to do business consult independently and take decisions
- Strong problem solving and troubleshooting skills with the ability to exercise mature judgment
- Excellent interpersonal skills along with strong written and verbal communication and the ability to communicate effectively to non-technical audiences as well as senior technical personnel. The individual should have the ability to work effectively as an individual or in a team environment.
- Excellent teamwork and interpersonal skills
- Experience as a Client of Workday through an implementation

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.

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?

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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

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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