

## PS&S Application Support Expert

Job ID  
REQ-10051113

5月 12, 2025

India

### 摘要

Location: Hyderabad #LI Hybrid

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

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部门

People & Organization

Business Unit  
Universal Hierarchy Node

地点  
India

站点  
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

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