

# Product Owner - Reporting and Analytics

Job ID  
REQ-10076817  
май 07, 2026  
Индия

## Сводка

As a Product Owner - Reporting and Analytics, you would be responsible for the day-to-day management of HR technology Products and platform. The role not only limited to system in scope but also includes to work on other HR technology systems across Talent Acquisition, Learning, Performance Management, Talent Management, Rewards, People Experience and Services systems. The role directly fulfils service requests and resolves incidents with their combined functional knowledge and technical skills to enhance user experience, improve process efficiency, and ensure compliance with industry and company-specific requirements.

## About the Role

### Key Responsibilities:

- The role requires a close co-ordination with PTDI (People technology Data & Insights) Analytics and Insight teams and provide product specific tech expertise to support overall business demand.
- Partner with PTDI teams, HR business stakeholders (e.g. GPOs, COEs, PS&S), and DDIT organization for all aspects related to current technologies as follows:
  - For new technologies to be integrated within the existing landscape, to enable successful Go Lives, the HR Technology Product Owner will partner with the relevant stakeholders within PTDI team to identify & deliver any required changes in the current landscape.
  - For all aspects related to existing technology landscape and related topics, will partner with HR Business stakeholders (e.g. GPOs, COEs, PS&S) & DDIT. Such are related to design and delivery of system enhancements relevant to the HR technologies in scope starting from prioritization of business requirements, solution design & configuration, translations, knowledge management, training requirements as well as impacts in Novartis process taxonomy and NFCM. As well for the systems release management.
  - The HR Technology Product Owners are also the Level 3 support owners, they are the highest escalation point to address incidents and approve any enhancement request for the existing technologies
- Advise business on industry best practices and standards and provide best in class knowledge and solutions to answer business requirements. Oversee and lead the systems' solution design & configuration for the systems in scope and provide visibility to business stakeholders regarding the expected implementation timelines.
- Change and Release Management: Partner with business representatives & DDIT and Vendor to build, automate and release solutions based on system best practices and business priorities and ensure HR solutions are designed consistently and in full alignment with the overarching architecture design and principles.
  - System Management: Lead the business delivery of vendor upgrades and releases according to the vendor release calendar. Ensure systems are optimally configured to support business requirements and maintain validated status. Manage system compliance, including regular audits and compliance checks to ensure data integrity and security. Oversee the maintenance of system documentation and configuration records.
  - Technical Support: Provide technical 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. Collaborate with DDIT and other departments to ensure seamless integration and functionality of HR systems. Monitor system performance and implement improvements as necessary.
  - Service Management: Fulfil technology services requested, including system enhancements 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: Manage systems that are under scope according to the applicable guidelines such as Information management framework, data integrity framework, CFR 21 Part 11, and other regulatory requirements. Ensure adherence to legal requirements (including legal hold), data privacy, and compliance standards. Advocate for compliance in business requirements during product design and validation phases. Maintain up-to-date knowledge of industry regulations and best practices. Conduct regular compliance audits and implement corrective actions as needed. Ensure adherence to Novartis policies and guidelines.
  - Communication and Collaboration: Proactively communicate on systems-related topics to the appropriate internal stakeholders within the Function and Service Delivery teams. Collaborate with teams to share expertise, best practices, and knowledge. Act as an advocate for HR systems, driving adoption.
  - Documentation and Administration: In partnership with DDIT own configuration documentation (e.g. workbooks, technical specs) and ensure timely updates of such documentation. Manage document administration activities, create and maintain system related documentation, processes, and standards that meet internal controls. Ensure documentation, processes, and standards are maintained or created for the HR scoped applications.

### Essential Requirements:

- Bachelor's degree or equivalent with 12-15 years of experience HR systems or related field.
- Minimum 5 years' experience in Workday reporting including Workday advance report, Prism, Data Lake, Unify + and Discovery board.
- In depth knowledge and experience with HR technologies and tools. (e.g., Workday, ServiceNow, SAP HCM, Prism, Power BI.).
- Hands on experience on building complex solutions in Reporting and analytics tools is must.
- Experience in system implementation, configuration, and support
- Strong experience with Agile methodologies, Service Management and Delivery.
- Excellent communication and interpersonal skills.

### Desirable Requirements:

- Experience in data management and data science.
- Experience in Global/ MNC and complex & matrixed organizations.

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Дивизион

People & Organization

Business Unit

Human Resources

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Управление персоналом

Job Type

Full time

Employment Type

Regular

Shift Work

No

## 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](mailto: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.

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