

# Time Service Delivery Expert

Job ID  
REQ-10077880  
май 20, 2026  
Чехия

## Сводка

#LI-Hybrid

Location: Prague, Czech Republic

This role is based in Prague, Czech Republic. Novartis is unable to offer relocation support: please only apply if accessible.

The purpose of this role is to deliver high-quality Time Services support to employees in Switzerland, ensuring accurate and efficient handling of requests such as time corrections, absences, and other related cases within a high-volume ticket environment.

## About the Role

### Key Responsibilities

- Deliver accurate and timely time and attendance operations, ensuring complete and reliable records across assigned populations.
- Act as a second-level subject matter expert for Time Services processes, policies, and data-related topics.
- Ensure compliance with local legislation, data privacy requirements, payroll controls, and internal governance standards.
- Resolve time and attendance queries within agreed service levels and escalate complex issues to the appropriate experts.
- Prepare and validate payroll inputs in line with payroll calendars, controls, and audit requirements.
- Produce regular and ad-hoc reports to support payroll, compliance, and business needs, highlighting exceptions and risks.
- Support system enhancements, projects, and stakeholder training to continuously improve Time Services delivery and user experience.

### Essential Requirements

- 3-5 years of work experience in an international matrix organization
- Fluent German and English
- Strong analytical skills with good Excel skills
- Problem-solving mindset with the ability to handle high volume requests
- Team-oriented, proactive, open with willingness to go the extra mile
- High-learning agility and curiosity to quickly build expertise in Time Services processes

### Desired Requirements

- Proven ability to work with time and attendance systems and enterprise platforms such as Workday, SAP, UKG, Workforce Software is advantage.

### Benefits & Rewards

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 17,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Public Transportation allowance; MultiSport Card, Employee Share Purchase Plan. Find out more about Novartis Business Services: <https://www.novartis.cz/>

### Commitment to Diversity and Inclusion

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

### 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 [di.cz@novartis.com](mailto:di.cz@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**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>

**Benefits and Rewards:** Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

Дивизион  
People & Organization  
Business Unit  
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Company / Legal Entity  
CZ02 (FCRS = CZ002) Novartis s.r.o.  
Functional Area  
Управление персоналом  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No

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