

Time Service Delivery Expert

Job ID
REQ-10079800
Июн. 04, 2026
Индия

Сводка

#LI-Hybrid

Location: Hyderabad, India

This role is based in Hyderabad, India. Novartis is unable to offer relocation support: please only apply if accessible.

The purpose of this role is to provide second level expert services for employees, managers and People & Organization Services community in the area of Time Services processes and act as a subject matter expert for these services.

In addition, the role coordinates with global service centers the implementation and execution of end-to-end Time Services policies, programs and regulatory requirements within day-to-day People & Organization Services operations and provides support on Time & Attendance tool.

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

- 2-5 years of hands-on experience in Time Services or Time and Attendance operations using a dedicated time solution platform.
- 2-5 years of experience in Human Resources Services either in Payroll-Time operations, or Human Resources technology within a complex organization.
- Strong working knowledge of time and attendance processes, payroll inputs, controls, and compliance requirements.
- Proven ability to work with time and attendance systems and enterprise platforms such as Workday, SAP, UKG, Workforce Software is advantage.
- Demonstrated attention to detail, sound judgment, and ability to manage sensitive data with the highest level of confidentiality.
- Advanced proficiency in Microsoft Office, particularly Excel, with strong analytical and reporting skills.

Desirable Requirements

- Experience supporting transformation initiatives, system transitions, or global projects in Time and Attendance services.
- Additional language skills apart from English is a plus.

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 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 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
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

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