

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 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
Чехия
Сайт

Prague
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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