

## External Workforce Management Process Specialist

Job ID  
REQ-10048374

4月 28, 2025

Czech Republic

### 摘要

We are seeking an External Workforce Management (EWM) Process Specialist to provide process and system support for External Workforce

### About the Role

Key Responsibilities:

- Provide support and guidance on External Workforce process and policy
- Periodic checks against defined procedures.
- Monitoring and identification of issues or non-compliance cases

- Act as escalation point for system and process issues from Level 0 (MSP 's) for SAP Fieldglass
- Provides Support for defects, standard changes, change request for Fieldglass
- Escalates to L2 support for Fieldglass scope
- Reporting and analytics
- Maintain knowledge libraries and develop and maintain training materials
- Acts as Level 1 support for countries without L1

#### Key Requirements:

- Bachelor ' s degree required or equivalent working experience; diploma/certificate in HR/other related field is preferred
- Performance in accordance with defined KPIs and other defined metrics

#### Operations Management and Execution.

- Experience with working or supporting SAP Fieldglass
- Ability to extract and interpret data from internal and external data sources.
- Professional level of English both written and spoken

#### You ' ll receive:

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/>

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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 any order to receive more detailed information about essential functions of a position, please send an e-mail to [inclusion.switzerland@novartis.com](mailto:inclusion.switzerland@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>

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部门

People & Organization

Business Unit

Universal Hierarchy Node

地点

Czech Republic

站点

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Functional Area

Human Resources

Job Type

Full time

Employment Type  
Regular

Shift Work  
No

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



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