

## HR Application Support Expert

Job ID  
REQ-10050424

5月 06, 2025

Mexico

### 摘要

To support the development of People Services & Solutions (HR) processes, principles, and guidelines for a client group, as well as coordinate data analysis and evaluation, in support of the implementation and/or maintenance of processes / services / continuous improvement in scope.

### About the Role

Major accountabilities:

- Provide 2nd level support for Workday, SHAPEiN, and HR Core modules P32 and Q32 in SAP, ensuring the timely resolution of user issues and maintaining system integrity.
- Troubleshooting and issue resolution: Identify, analyze, and resolve technical issues in software applications, working closely with development teams to address bugs, errors, and defects.
- User support: Provide technical assistance to end-users, answering queries, guiding them

- through troubleshooting steps, and offering training on application features and functionalities.
- Monitor application performance: Regularly check application performance to proactively identify potential issues before they affect users.
  - Documentation: Create and maintain documentation related to application configurations, troubleshooting steps, user guides, and system processes.
  - Collaboration with development teams: Communicate user feedback, report bugs, suggest improvements, and assist in testing new features or enhancements.
  - Enhancement requests: Manage, clarify, and prioritize enhancement requests to ensure changes meet user requirements and improve system functionality.
  - System access management and interface management: Approve and manage system access roles and permissions for proper security and functionality; resolve interface issues and manage system integration between different platforms.

#### Position Requirements:

- Bachelor ' s Degree
- At least 2 years of Experience in SAP P32 (HR module) or Workday Data changes or both.
- Skilled in collaborating with diverse teams and functions globally.
- Ability to navigate ambiguity with ease.
- Demonstrates proactiveness and resourcefulness. Quick to grasp new concepts.
- Shows creativity in resolving issues

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部门  
People & Organization

Business Unit  
Universal Hierarchy Node

地点  
Mexico

站点  
INSURGENTES

Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Functional Area  
Human Resources

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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