

## Time Service Delivery Expert

Job ID  
REQ-10058555

7月 23, 2025

Egypt

### 摘要

#LI-Hybrid  
Location: Cairo, Egypt

Join Novartis as a Time Service Delivery Expert and play a vital role in supporting Time & Attendance services for our Swiss workforce. You'll handle first-level support through tickets, chatbot, and phone, ensuring compliance with Swiss labor laws and internal policies—all while helping deliver accurate data and a seamless employee experience.

### About the Role

### Key Responsibilities

- Deliver Tier-1 Time & Attendance support for all Novartis employees in Switzerland
- Monitor and resolve tickets, chatbot queries, and telephony support within defined SLAs

- Ensure compliance with Swiss labor laws and Novartis policies in all service activities
- Collaborate with Tier-2 support for escalations and complex issue resolution
- Provide accurate and timely T&A reporting aligned with governance and local regulations
- Support testing activities and contribute to T&A-related projects as needed
- Anticipate and respond to P&O and customer needs with a service-oriented mindset

## Essential Requirements

- Bachelors in Human Resources or related field.
- 2+years experience using Time & Attendance systems in a support environment
- Ability to manage high-pressure situations, including hotline and ticket-based support
- Fluent in English, with excellent communication skills
- Demonstrated ability to work independently and collaboratively within a team

## Desirable Requirements

- Experience supporting Time & Attendance systems within a multinational or matrixed organization
- Familiarity with ServiceNow ticketing tools and chatbot/telephony-based support systems

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部门

People & Organization

Business Unit  
CTS

地点  
Egypt

站点  
New Cairo

Company / Legal Entity  
EG02 (FCRS = EG002) Novartis Pharma S.A.E

Functional Area  
Human Resources

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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