

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

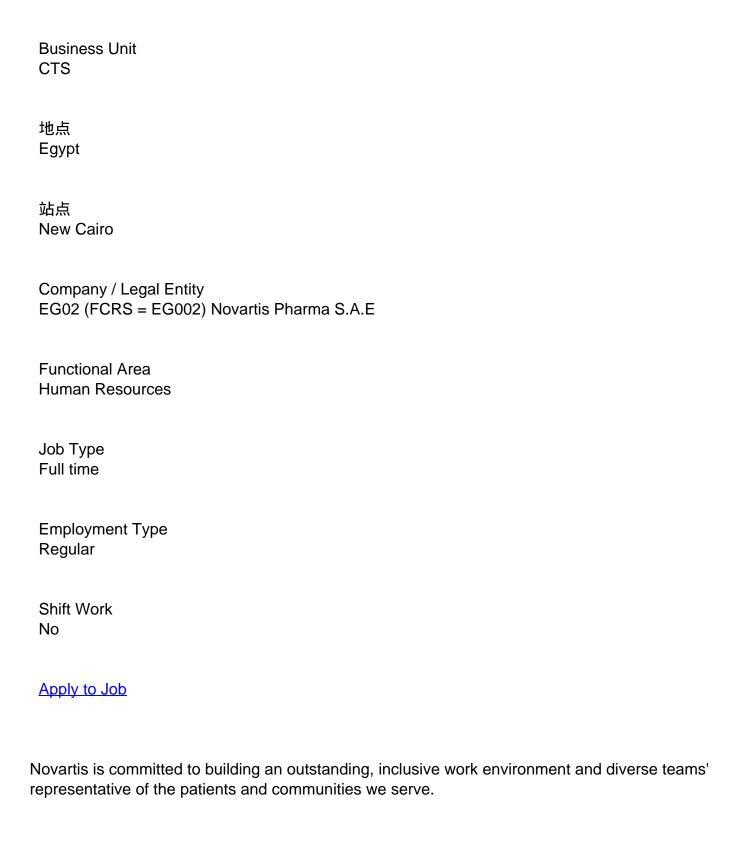
Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? https://www.novartis.com/about/strategy/people-and-culture

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: https://talentnetwork.novartis.com/network

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: https://www.novartis.com/careers/benefits-rewards

部门

People & Organization





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