

## External Workforce Management Specialist Senior

Job ID  
REQ-10060659

8月 26, 2025

Czech Republic

### 摘要

#LI-Hybrid

Location: Prague, Czech Republic or Hyderabad, India

This role acts as the central point of contact for External Workforce Management (EWM) inquiries. It is responsible for delivering functional support, resolving incidents, and contributing to system enhancements and testing. By combining technical expertise with a customer-centric mindset, the role ensures a seamless and compliant user experience through empathetic communication, proactive problem-solving, and a commitment to continuous improvement.

### About the Role

Key Responsibilities:

- Provide accurate, high-quality support for EWM-related queries, including application navigation,

functionality, and process compliance, managing cases end-to-end.

- Investigate application errors, data discrepancies, workflow failures, and troubleshoot onboarding, extensions, offboarding, and access issues.
- Collaborate with system owners, vendors, IT operations, and business SMEs to resolve issues, address bugs, implement enhancements, and ensure SLA adherence.
- Conduct post-incident analysis (root cause, resolution, and prevention), maintain a knowledge base with documented solutions, and analyze performance dashboards and CSAT feedback to improve service levels.
- Ensure compliance with data privacy, protection laws, and other regulatory guidelines.
- Support training and mentoring of colleagues, contribute to team development
- Handle service requests and resolve problems through collaboration with next-level support/expert teams.
- Perform user administration tasks such as access management and streamline workflows.

#### Essential Requirements:

- Bachelor ' s degree in HR, Business Administration, or related field.
- Proficiency in English, spoken and written. Fluency in an additional regional language is a plus
- Minimum 4 years ' experience in HR Services (or similar service providing organizations)
- 1+ years ' experience with SAP, Workday, Fieldglass
- Experience with ticketing management systems. Work experience in virtual/remote teams is a plus
- Strong analytical, problem-solving, and decision-making capabilities.

#### Benefits & Rewards (Applicable for Prague)

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 (Applicable for Prague)

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](mailto: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>

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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.

Alternative Location 1  
Hyderabad (Office), India

Functional Area  
Human Resources

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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