

Time Service Delivery Expert

Job ID
REQ-10073811

3月 16, 2026

Egypt

摘要

#LI-Hybrid
Location: Cairo, Egypt

Relocation Support: This role is based in Cairo, Egypt. Novartis is unable to offer relocation support: please only apply if accessible.

At Novartis, every detail matters when it comes to supporting our people—and this role sits right at the heart of that mission. As a Time Service Delivery Expert, you will be a trusted first point of contact for associates, ensuring accurate, compliant, and timely time services that directly impact employee experience and payroll outcomes. Working in a dynamic, fast-paced environment, you will combine service excellence with strong system discipline, collaborating closely with regional partners to keep operations running smoothly and with confidence.

About the Role

Key Responsibilities

- Deliver first level time service support to associates, ensuring timely and accurate resolution of queries.
- Monitor and resolve service requests through ticketing, chatbot, and telephony channels in line with service levels.
- Ensure compliance with local labour laws, Novartis policies, and global time governance standards.
- Maintain accurate employee time data with clear documentation of all data change requests.
- Deliver scheduled time service reports with high quality, accuracy, and timeliness.
- Collaborate with second level support teams to escalate and resolve complex cases effectively.
- Support testing and continuous improvement initiatives to enhance service delivery.

Essential Requirements

- Experience working in a customer focused service delivery or shared services environment.
- Ability to manage employee queries accurately using case management, ticketing, or support tools.
- Strong attention to detail with the ability to document data changes clearly and compliantly.
- Comfort working in fast paced, high volume support environments while meeting service level expectations.
- Fluent English communication skills, both written and spoken.
- Collaborative mindset with strong communication skills and a proactive approach to problem solving.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

Business Unit
Human Resources

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

```
function adjustKalturaPlayer() { var deviceWidth = window.innerWidth ||
document.documentElement.clientWidth || document.body.clientWidth; var mediaElement =
document.getElementById("kalturaplayer69b885d43e950054143754"); var mediaContainer =
mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px";
var originalWidthValue = parseFloat(originalWidth); var originalHeightValue =
parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; // Get computed styles
of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var
finalWidth = parseFloat(parentStyles.width); if (finalWidth <= 0) var config = { targetId:
"kalturaplayer69b885d43e950054143754", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false,
allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: {
disable: true }, "playkit-js-transcript":{ position: "right", // Default: bottom;( ' left ', ' right', ' top ', 'bottom ' ) to
enable transcript. expandMode: "over", // Default: alongside;( ' alongside', ' hidden ', 'over ' )
expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable:
true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
```

```
KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true }; config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true }; config.ui.uiComponents = []; config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5'; config.plugins.googleTagManager.customEventsTracking.custom = []; config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } };
```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); setTimeout(() => { setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) { players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => { players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause === 'function') { otherPlayer.pause(); } } ); }); }); } } catch (e) { console.error(e.message) }
```



VIDEO

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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