

## Time Service Delivery Expert

Job ID  
REQ-10077904

5月 18, 2026

India

### 摘要

#LI-Hybrid

Location: Hyderabad, India

This role is based in Hyderabad, India. Novartis is unable to offer relocation support: please only apply if accessible.

The purpose of this role is to provide second level expert services for employees, managers and People & Organization Services community in the area of Time Services processes and act as a subject matter expert for these services.

In addition, the role coordinates with global service centers the implementation and execution of end-to-end Time Services policies, programs and regulatory requirements within day-to-day People & Organization Services operations and provides support on Time & Attendance tool.

## About the Role

### Key Responsibilities

- Deliver accurate and timely time and attendance operations, ensuring complete and reliable records across assigned populations.
- Act as a second level subject matter expert for Time Services processes, policies, and data related topics.
- Ensure compliance with local legislation, data privacy requirements, payroll controls, and internal governance standards.
- Resolve time and attendance queries within agreed service levels and escalate complex issues to the appropriate experts.
- Prepare and validate payroll inputs in line with payroll calendars, controls, and audit requirements.
- Produce regular and ad hoc reports to support payroll, compliance, and business needs, highlighting exceptions and risks.
- Support system enhancements, projects, and stakeholder training to continuously improve Time Services delivery and user experience.

### Essential Requirements

- 2-5 years of hands on experience in Time Services or Time and Attendance operations using a dedicated time solution platform.
- 2-5 years of experience in Human Resources Services either in Payroll Time operations, or Human Resources technology within a complex organization.
- Strong working knowledge of time and attendance processes, payroll inputs, controls, and compliance requirements.
- Proven ability to work with time and attendance systems and enterprise platforms such as Workday, SAP, UKG, Workforce Software is advantage.
- Demonstrated attention to detail, sound judgment, and ability to manage sensitive data with the highest level of confidentiality.
- Advanced proficiency in Microsoft Office, particularly Excel, with strong analytical and reporting skills.

### Desirable Requirements

- Experience supporting transformation initiatives, system transitions, or global projects in Time and Attendance services.
- Additional language skills apart from English is a plus.

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部门  
People & Organization

Business Unit  
Human Resources

地点  
India

站点  
Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Human Resources

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
var config = { targetId: "kalturaplayer6a0d7f4579e46917717481", provider: { widgetId:
```

```

"1Qm7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause:
false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {},
sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(KalturaPlayer.plugins["transcript"]) { config.plugins["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 }; } if (KalturaPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible:
false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
if (KalturaPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.plugins["googleAnalytics"]) { 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: "1dgfvmafo"}); } catch (e) { console.error(e.message) }

```

## Accessibility and accommodation

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