

Time Services Delivery Knowledge Management Partner

Job ID

REQ-10029333

déc 19, 2024

Inde

Résumé

Location: Hyderabad #LI Hybrid

About the role:

The role has the overall responsibility for ensuring the suitability of the Knowledge Management process to the organization for Time Service Delivery Processes in scope of Workday and Workforce system implementation.

About the Role

Job Description

Key Responsibilities:

- Sponsors the process by ensuring the Knowledge Manager has adequate resources to design the Knowledge Management process to conform to best practices and meet the needs of the organization
- Arbitrates in any dispute over the allocation of responsibilities and sponsors the communication campaign to promote awareness and acceptance of the Knowledge Management process
- Provides the description, mission statement, roadmap, strategy, process objectives, and metrics to measure success and obtain formal approval for the Knowledge Management process and its associated procedures
- Monitors and reviews the execution of the Knowledge Management process at a high-level, ensures it remains consistent with the organization's current culture and IT Service Management strategy, and ensures coordination with all other IT processes. Participates in the IT Governance activities
- Deploys the process and related methods and techniques. Evaluates performance metrics against the defined critical success factors, institutes actions to correct shortcomings or further streamline the process, and prioritizes expansion activities. Determines Service Lifecycle information requirements
- Reviews and audits the process and its techniques and methods to ensure they are continuously improved. Interfaces with other processes and/or business functions to ensure processes are put in place to capture data, information and knowledge and leverage benefits provided by the Knowledge Management process.
- Accountable for Knowledge Contents and the quantity and quality of knowledge and the effectiveness of its use. Directs and schedules the training of staff and Knowledge Management Champions. Evaluates performance metrics against the defined critical success factors and institutes actions to correct shortcomings.
- Approves Knowledge Submissions for assigned area. Assists in establishing and improving the processes . Ensures targets (by group) are reached for the quality and the quantity of knowledge.

Advocates Knowledge Management use and contributions within the group. Reports on performance metrics. Responds to Knowledge Feedback

- Works with the Knowledge Manager and other Knowledge Champions to review and audit/self-assess the process and its techniques and method. Assists in providing guidance and input into the Knowledge Management strategy
- Provides ongoing support and training for users (implementations/Q & A/ Tier I support). Maintains Knowledge within the KM Database. Requests Changes and additions to the Knowledge Management System via the Change Management process. Prepares documentation for new or existing Knowledge.

Essential Requirements:

- Bachelor/Master degree in HR/Accounting/ Business or related field is preferred (Master degree is preferred).
- Knowledge Management role experience in a transformation program. Experience in Time Operations is an advantage
- Experience leading a small size teams is a plus, Work experience in virtual/remote teams preferred
- Proficiency in use of Microsoft Office; advanced Excel skills
- Comfortable working in a complex and rapidly changing work environment

Commitment to Diversity & Inclusion: We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve

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>

Division

People & Organization

Business Unit

CTS

Emplacement

Inde

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Ressources humaines

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Job ID

REQ-10029333

Time Services Delivery Knowledge Management Partner

[Apply to Job](#)

Source URL: <https://www.adacap.com/careers/career-search/job/details/req-10029333-time-services-delivery-knowledge-management-partner>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Time-Services-Delivery-Knowledge-Management-Partner_REQ-10029333
5. <mailto:diversityandincl.india@novartis.com>
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Time-Services-Delivery-Knowledge-Management-Partner_REQ-10029333