

# P&O Technology Product Owner PTD&I

Job ID

REQ-10030275

nov 18, 2024

République tchèque

## Résumé

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

#LI-Hybrid

The P&O Technology Product Owner acts as owner of specific P&O technologies/modules, including but not limited to systems in scope of Talent Acquisition, Learning, Performance Management, Talent Management, Rewards, People Experience and Services systems. This role involves managing and maintaining various P&O systems (GxP and non GxP) to provide knowledge and guidance, resolve issues and incidents, implement system changes and supports the delivery of vendor releases. The role directly fulfills service requests and resolves incidents with their combined functional knowledge and technical skills to enhance user experience, improve process efficiency, and ensure compliance with industry and company-specific requirements.

The role reports directly to the Global Head P&O Technologies.

## About the Role

### Key Responsibilities:

- **Change and Release Management:** Partner with business representatives & DDIT to build, automate and release solutions based on system best practices and business priorities and ensure P&O solutions are designed consistently and in full alignment with the overarching architecture design and principles..
- **System Management:** Lead the business delivery of vendor upgrades and releases according to the vendor release calendar. Ensure systems are optimally configured to support business requirements and maintain validated status.
- **Technical Support:** Provide technical support to ensure good system health and efficient workflows. Resolve system issues, perform root cause analysis, and escalate major issues as needed, this includes directly resolving queries where explanation or clarification is required and interacting directly with the requester when further information is needed to resolve an issue.
- **Service Management:** Fulfill technology services requested, including system enhancements from the service offering in line with service management and delivery standards and according to defined Good Service Practices (GsP) and Service Level Agreements.
- **Monitor data quality metrics,** investigate data quality issues and ensure continuous improvement to the data quality management process.
- **Reporting and Metrics:** Produce and manage reports, metrics and dashboards to provide relevant insights

to business stakeholders. Analyse data to identify trends and areas for improvement.

- Vendor Management: Collaborate with vendors, integration partners, and Managed Service Providers (MSP's). Maintain strong relationships with vendors to ensure timely resolution of issues and implementation of enhancements.
- Compliance and Governance: Manage systems that are under scope according to the applicable guidelines such as Information management framework, data integrity framework, CFR 21 Part 11, and other regulatory requirements.
- Communication and Collaboration: Proactively communicate on systems-related topics to the appropriate internal stakeholders within the Function and Service Delivery teams.
- Documentation and Administration: In partnership with DDIT own configuration documentation (e.g. workbooks, technical specs) and ensure timely updates of such documentation.

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.*

### **What you'll bring to the role:**

- Minimum of 5 years Knowledge and experience with P&O technologies and tools (e.g., Workday, ServiceNow, SAP HCM, Cornerstone on Demand, Avature, Benify, Gloat).
- Experience in system implementation, configuration, and support.
- Strong experience with Agile methodologies.
- Strong experience with Service Management and De-livery
- Excellent communication and interpersonal skills.

### **Desirable requirements:**

- Bachelor's degree or equivalent experience in P&O systems or related field.
- Experience in a global, matrixed environment is pre-ferred.

### **You'll receive:**

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 12,500 CZK per year; Meal vouchers in amount of 90 CZK for each working day (full tax covered by company); Car Allowance; MultiSport Card. Find out more about Novartis Business Services:

<https://www.novartis.cz/>

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

### **Accessibility and accommodation:**

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 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>

**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

République tchèque

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Alternative Location 1

Dublin (NOCC), Irlande

Alternative Location 2

Hyderabad (Office), Inde

Alternative Location 3

INSURGENTES, Mexique

Alternative Location 4

Selangor, Malaisie

Functional Area

Ressources humaines

Job Type

Full time

Employment Type

Regular

Shift Work

No

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