

# P&O Workday Product Expert - HCM

Job ID  
REQ-10011335  
Lug 22, 2024  
Repubblica Ceca

## Sommario

The Workday Product Expert is a critical role in the Workday Production Support Model. The Workday Product Expert has main responsibility for leading all aspects of the design and delivery of the solution processes relevant to the workday functional module - Core HR (HCM). The product expert is encouraged to work with cross-functional teams to design and deploy solutions that meet agreed workforce and enterprise needs. The Workday Product Expert is also the Level 3 support for owners - is the highest customer concern point for Workday Global Admins to address any incident, service or change requests in the production environment. This role is part of team which will be responsible for future Workday Release management as well as deployment of approved solution in production tenant. This is the only team in People & Organization (HR) that is part of the techno-functional support layer that is being built in People & Organization (HR) to handle configuration changes and design for new enhancement requests. The role reports directly to the Global Workday Product Owner.

## About the Role

### Major accountabilities:

With respect to each of the Workday Function Modules i.e Recruitment, Core Compensation, Talent & Performance, Core HR (HCM) and Absence, the Product experts must take ownership for the following activities

- Advise business on Workday/industry best practices and standards and provide outstanding knowledge of processes related to the stream which would have an effect on Workday solution design;
- Supervise the Workday solution design & configuration for the respective functional area in partnership with the relevant business liaison teams;
- Partner with business representatives to build, automate and release solutions based on Workday best practices and business priorities and ensure P&O solutions are designed consistently and in full alignment with the overarching architecture design and principles
- Apply architecture Workday expertise and experience to support the organization to resolve key business and process issues
- Work together with the CoE's (Centres of Excellence) / Business Partners to accommodate requirements in Workday, provide best in class support, recommendations on future releases, insights, reporting and provide proactive support for the stream;
- Support Functional Support Leads (CoE) in conducting assessments of Workday solution change requests

for their respective areas' processes/solution in preparation for CR board.

Work together with the CoEs to produce and own config workbook for Stream (i.e. TAS)

- Lead the development and deployment of changes in partnership with DDIT (IT department) & AMS partner in compliance with company processes and ways of working
- Support incidents and escalations within the functional area of responsibility;
- Build expertise in Workday knowledge and configuration and build up knowledge from IBM to seamless takeover when IBM leave post Go-live
- Coordinate and conduct testing with the stream to ensure all global and local requirements are met before planning move-to-production
- Provide insights to improvements in stream (i.e. TAS) i.e. via reporting
- Produce ad-hoc relevant reporting related to stream (which is not delivered as standard reporting)
- Run half yearly Workday releases (selection of improvements, testing, release, change management, business partnering etc.)

#### **Key Requirements:**

- Hands-on experience with WD Business Process Framework, Studio and Report Writer, Workday Studio Developer, configuration and solve experience and custom reports
- Workday Certification and expertise in core modules such as Core HR, Positive Time & Absence, Recruiting, Core Compensation, Security or Talent & Performance
- Working knowledge and understanding of ShapIn
- Experience in all phases of the technology implementation lifecycle (requirements gathering, design, build, go-live, testing)
- Ability to communicate effectively at all levels of the organization and to handle work, lead as vital and mentor other support team members
- Ability to do business consult independently and take decisions
- Strong problem solving and fix skills with the ability to exercise mature judgment and excellent social skills along with strong written and verbal communication and the ability to communicate effectively to non-technical audiences as well as senior technical personnel. The individual should have the ability to work effectively as an individual or in a team environment.
- Excellent teamwork and interpersonal s
- Proficient in English (both written and spoken)

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Divisione

People & Organization

Business Unit

CTS

Posizione

Repubblica Ceca

Sito

Prague

Company / Legal Entity

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

Functional Area

Risorse umane

Job Type

Full time

Employment Type

Regular

Shift Work

No

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