

# P&O Technology Product Owner

Job ID

REQ-10048235

Apr 25, 2025

India

## Summary

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 fulfils 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:

- 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.
- Oversee and lead the systems' solution design & configuration for the systems in scope and provide visibility to business stakeholders regarding the expected implementation timelines. In partnership with business stakeholders & DDIT, coordinate and conduct testing of new configuration to ensure all global and local requirements are met before planning move-to-production.
- 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.
- 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: Fulfil 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.

- Produce and manage reports, metrics and dashboards to provide relevant insights to business stakeholders. Analyse data to identify trends and areas for improvement.
- 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.
- 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.
- Proactively communicate on systems-related topics to the appropriate internal stakeholders within the Function and Service Delivery teams. Collaborate with teams to share expertise, best practices, and knowledge. Act as an advocate for P&O systems, driving adoption.
- In partnership with DDIT own configuration documentation (e.g. workbooks, technical specs) and ensure timely updates of such documentation. Manage document administration activities, create and maintain system related documentation, processes, and standards that meet internal controls

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:**

- Bachelor's degree or equivalent experience in P&O systems or related field.
- 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 Delivery. Excellent communication and interpersonal skills.

#### **Desirable requirements:**

- Experience in a global, matrixed environment

#### **You'll receive (only CZ applicable):**

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/>

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<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>

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**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

Universal Hierarchy Node

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

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

Alternative Location 1

Prague, Czech Republic

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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