

PS&S Application Support Expert

Job ID
REQ-10050175
May 02, 2025
Malaysia

Summary

Location: Selangor #LI Hybrid

About the role:

To support the development of P&O processes, principles, and guidelines for a small client group, as well as coordinate data analysis and evaluation, in support of the implementation and/or maintenance of processes / services / continuous improvement in scope.

About the Role

Major accountabilities:

- Support the team in the operational conversion of P&O strategic objectives.
- Provide support and specific advice in the implementation of processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) and provide guidance and assistance on problems and requests to customers/users through consulting and training -Support the identification and planning of services P&O Services will provide.
- Handle standard service requests, answer questions, resolve problems if possible or support problem resolution by close collaboration with next level support and/or experts -Perform user administration tasks (e.g. access management).
- Track service requests and troubleshoots – analyze error messages and questions -Support periodic cost and efficiency analyses to support productivity objectives -Support personnel cost budgeting process and control.
- Support evaluation of the services / processes / continuous improvement in scope.
- Contribute to P&O Services projects at country or BU level

Minimum requirements

- Bachelor's Degree or equivalent.
- At least 3 years of Experience preferably in Workday Data changes.
- Experience in reporting and excel.
- Skilled in collaborating with diverse teams and functions globally.
- Ability to navigate ambiguity with ease.
- Demonstrates proactiveness and resourcefulness. Quick to grasp new concepts.
- Shows creativity in resolving issues

Desired Skills

- Experience in SAP P32 (HR module)

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Division

People & Organization

Business Unit

Universal Hierarchy Node

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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