

# P&O Technology Business Analyst

Job ID

REQ-10030043

May 02, 2025

India

## Summary

The P&O Technology Business Analyst will work closely with P&O business stakeholders across all areas of the P&O function including but not limited to Talent Acquisition, Learning, Performance Management, Talent Management, Rewards, People Experience, and People Services, plus DDIT teams to understand and validate business requirements, to design and implement new solutions (or major enhancements) and ensure continuous improvement of the P&O technology landscape and ecosystem. This role is focused on consulting and enabling P&O technology solutions, improving the digital experience component of employee experience through human-centred design, and enhancing productivity and efficiency.

The P&O Technology Business Analyst will work in a project-based environment and be assigned to technology projects in scope of PTDI to consult on the design, configuration, and maintenance of P&O technologies, ensuring they meet business and functional needs whilst meeting compliance requirements. The role includes developing training programs, delivering effective training, and acting as an advocate for P&O technologies to drive adoption and continuous improvement. The role works in close partnership with DDIT.

## About the Role

### Key Responsibilities:

#### Requirements Gathering and Analysis:

- Elicit, analyze, and document business requirements from stakeholders.
- Conduct interviews, workshops, and surveys to understand needs.
- Translate business needs into functional and technical specifications.

#### Process Analysis and Improvement:

- Evaluate existing business processes and systems.
- Identify inefficiencies, bottlenecks, and opportunities for improvement.
- Develop and implement new or improved processes and procedures.

#### Data Analysis and Reporting:

- Collect, analyze, and interpret data to identify trends and insights.
- Create reports, dashboards, and visualizations to communicate findings.
- Use data to support business decisions and track performance.

#### Solution Design and Implementation:

- Research and evaluate potential solutions to address business needs.
- Develop business cases and cost-benefit analyses.
- Collaborate with cross-functional teams to implement solutions.

#### **Stakeholder Management:**

- Communicate effectively with stakeholders at all levels of the organization.
- Manage expectations and ensure alignment on project goals.
- Facilitate discussions and gather feedback to ensure solutions meet business needs.

#### **Continuous Improvement:**

- Monitor and analyze business performance to identify areas for ongoing improvement.
- Stay up to date with industry trends and best practices.
- Promote a culture of continuous improvement within the organization.

#### **Identifying AI Opportunities:**

- Analyze business processes and data to pinpoint areas where AI technologies can enhance efficiency, productivity, and decision-making.
- Analyze the potential impact of AI technologies on business operations and decision-making, ensuring that AI initiatives are effective and sustainable.
- A good understanding of Generative AI and Agentic AI technology like Microsoft co-pilot, Service Now and other AI products.

#### **Essential Requirements**

##### **Education & Qualifications**

- University degree in computer sciences, business or similar

##### **Experience**

- **Mandatory Skills** : 10+ Yrs of Strong knowledge of Workday HCM Core, Recruitment, Compensation and Talent as a solution architect.
- **Desirable** Knowledge of Service now, Corner Stone on Demand, Workforce time and absence solution.

#### ***Commitment to Diversity and Inclusion:***

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

#### ***Accessibility and accommodation***

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Division

People & Organization

Business Unit

Universal Hierarchy Node

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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