

# Payroll Expert - Payroll Services

Job ID  
REQ-10051376  
May 11, 2025  
India

## Summary

Location: Hyderabad #LI Hybrid

About the role:

To support the development of payroll processes, principles, and guidelines, 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

**Your responsibilities include, but not limited to:**

- Support the team in the operational conversion of Payroll strategic objectives.
- -Provide support and specific advice in the implementation of processes and standards for all payroll Services aspects (e.g. services, processes, continuous improvement) and provide guidance and assistance on problems and requests to customers/users through consulting and training
- -Handle payroll standard service requests, answer questions, resolve problems if possible or support problem resolution by close collaboration with next level support and/or experts.
- -Track service requests and troubleshoots – analyze error messages and questions.
- -Support evaluation of the services / processes / continuous improvement in scope.
- -Contribute to payroll Services projects at country or BU.

## Minimum requirements :

- Bachelor's Degree or equivalent in education and experience.
- Proficient in English (written & spoken).
- 3-4 years proven experience in Payroll for US
- Working knowledge with Payroll Systems – ADP is highly preferred, but no mandatory.
- Working knowledge of federal and state regulations/taxes.
- Customer focused solutions, Proactive thinking and Problem solving

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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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