

# Payroll Expert

Job ID  
REQ-10078974  
июл 06, 2026  
Малайзия  
Available in: English

## Сводка

Step into a role where your expertise in payroll processes drives meaningful impact. As a Payroll Expert, you'll support the development of principles and guidelines that shape how we operate, while coordinating data analysis and evaluation to enhance service delivery. Your contributions will help implement and continuously improve payroll systems that support our people and APAC countries.

## About the Role

### Key Responsibilities:

- Support operational execution of payroll strategic objectives across teams and regions.
- Implement payroll processes and standards with guidance and training for users.
- Respond to payroll service requests and resolve issues or escalate as needed.
- Track and troubleshoot service errors, analyzing messages and user queries.
- Evaluate payroll services and contribute to continuous improvement initiatives.
- Collaborate on payroll-related projects at country or business unit level.
- Provide expert advice on payroll systems, compliance, and customer-focused solutions.

### Essential Requirements:

- Bachelor's degree in finance, Accounting, Business, or a related field.
- Minimum 5 years payroll experience in full payroll cycle with experience in Taiwan (Main), Hong Kong and China countries.
- Professional fluency in written and spoken English and Chinese.
- Direct knowledge of country-specific payroll regulations and tax compliance for the APAC region.
- In depth knowledge and experience in Reconciliation & audit readiness, Vendor governance and Data privacy & payroll governance.
- Expertise in Workday & advanced Excel skills.
- Strong attention to detail and accuracy, with the ability to manage payroll data, validations, reconciliations, and documentation with a high degree of precision.
- Strong analytical and problem-solving skills to resolve payroll-related issues in a timely manner.
- Effective communication and stakeholder management skills, with the ability to partner with internal teams, vendors, and employees across multiple geographies and manage queries professionally.
- Process improvement and automation mindset.

### Desirable Requirements:

- Experience troubleshooting service errors and resolving complex payroll queries.
- Strong proactive problem-solving skills in a customer-focused environment.
- Multi-country payroll experience other than Taiwan, Hong Kong and China.
- Experience with Workday integration
- Experience in Global/ MNC and complex & matrixed organizations
- Experience in leveraging AI to simplify people processes, reduce duplication, and shift team capacity toward higher impact, value adding work.

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Business Unit  
Human Resources  
Место  
Малайзия  
Сайт  
Selangor  
Company / Legal Entity  
MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)  
Functional Area  
Управление персоналом  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work

No

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