

# Associate Dir, ServiceNow Delivery

Job ID  
REQ-10042727  
Mar 06, 2025  
India

## Summary

Location: Hyderabad

A ServiceNow Solution Architect plays a crucial role in designing, implementing, and optimizing ServiceNow solutions for organizations. Their responsibilities can be broadly categorized into different product SKU's ServiceNow platform engineering (on premise) with ITSM Modules including Service Request, Incident, Problem, Change, Rot and Configuration Management and security / regulatory disciplines

## About the Role

### Major accountabilities:

- Execute technology delivery strategy for business systems, platforms, and processes for a particular Business domain / Function. Partner with senior business stakeholders and TT Strategic Business Partners for demand analysis, solution proposal/evaluation, and funding estimates.
- Partner with business partners to ensure Technology Service/Solutions Delivery teams deliver products according to strategy with reuse across other areas. Ensure on time, within budget, compliant, secure, and quality delivery of portfolio for responsible function / service area. Ensure services, solutions, platforms, products are fit for purpose and achieve the desired business value and impact.
- Run efficient DevOps for platforms, products, or systems ensuring availability and optimal performance for responsible function / service area. Establish governance structure for projects, operations, etc with right stakeholder representation. Track, report, and deliver against agreed success factors and KPIs for various stakeholders for responsible function / service area.
- Follow industry trends and emerging practices to drive agility, speed, efficiency, and effectiveness. Ensure the overall user experience is considered when designing & deploying new solutions and services. Ensure adherence to Security and Compliance policies and procedures. Monitor and proactively manage the ServiceNow platform to ensure high availability and optimal performance.
- Troubleshoot and resolve any platform-related issues or outages promptly. Implement best practices to prevent system downtime and performance degradation. Collaborate with the platform & security teams to ensure the ServiceNow platform adheres to security standards and policies.
- Manage security controls, such as role-based access control, data encryption, and vulnerability assessments. Prepare the platform for audits, maintaining a secure and compliant environment. Lead a team of ServiceNow L3 and L2 consultants, administrators, and support staff.
- Coordinate and oversee the deployment of ServiceNow changes, updates, and enhancements. Manage and prioritize incident resolution and problem-solving efforts. Maintain and enhance ServiceNow configurations, workflows, and integrations as needed.
- Ensure that ServiceNow remains aligned with business requirements and objectives. Maintain

comprehensive documentation for ServiceNow configurations, procedures, and incident resolutions.  
Collaborate with ServiceNow vendors and external partners to leverage their expertise and resources.

### Minimum Requirements:

- Bachelor's degree in a related field (Computer Science, Information Technology, etc.) is preferred.
- 10-15 years of relevant experience in IT operations, with a minimum of 5 years of experience in ServiceNow administration.
- **ServiceNow certifications, such as Certified System Administrator (CSA) or Certified Implementation Specialist (CIS), are mandatory.**
- Strong leadership and team management skills.
- In-depth knowledge of IT service management (ITSM) and ITIL processes.
- Excellent problem-solving and analytical abilities.
- Strong communication and collaboration skills.
- Proficiency in ServiceNow development, scripting, and customization. Knowledge of database management and integration technologies

### Why consider Novartis?

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

Learn more here:

<https://www.novartis.com/about/strategy/people-and-culture>

### 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.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

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**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

Operations

Business Unit

Universal Hierarchy Node

Location

India

Site  
Hyderabad (Office)  
Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited  
Functional Area  
Technology Transformation  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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