

Sr Specialist ServiceNow Platform

Job ID

REQ-10047143

Apr 03, 2025

India

Summary

Partner with Business Stakeholders and DDIT Strategic Business Partners for demand analysis, solution proposal/evaluation and project delivery. Drive operations of systems and applications in scope (both Global and Local), ensuring their stability and integrity and meeting customer service levels.

About the Role

Major accountabilities:

- Deliver products according to strategy and with reusability.
- Ensure on time within budget compliant secure and quality delivery of portfolio for responsible service area.
- Ensure services solutions platforms products are fit for purpose and achieve the desired business value and impact.
- Create the detailed process designs necessary to operate the software/service on a day-to-day basis
- Ensure that detailed designs adhere to solution architecture design (i.e. high level conceptual design) and are traceable to functional as well as non-functional requirements in functional specification
- Ensure the overall user experience is taken into account when designing new solutions and services
- Take accountability to ensure adherence with Security and Compliance policies and procedures within Service Delivery scope
- Take accountability of platform governance including Platform performance and security

Minimum Requirements:

- 12+ years of relevant IT experience
- 5+ years of experience on ServiceNow Platform
- Certified ServiceNow Implementation Specialist
- Deep Knowledge of ServiceNow platform and modules.
- Implementation experience in multiple ServiceNow applications like ITSM, ITOM, HRSD, IT Asset Mgmt., Orchestration, Virtual Agent, Integration Hub and Custom applications (minimum two modules)
- Excellent analytical and conceptual thinking, proactive work style, strong analytical and problem-solving skills, open to new learnings
- Excellent communication and team collaboration skills
- Strong ability to interact and operate in an international environment, across various domains, functions, and levels
- Capable to interact in 'business (non-IT) language'
- Experience with Agile tools and techniques.
- Good to have experience with application development and methodologies, ITIL / GxP

- Exposure /experience in GenAI and Now Assist implementation

Why consider Novartis?

769 million lives were touched by Novartis medicines in 2022, and while we're proud of this, we know there is so much more we could do to help improve and extend people's lives. We believe new insights, perspectives and ground-breaking solutions can be found at the intersection of medical science and digital innovation. That a diverse, equitable and inclusive environment inspires new ways of working.

We believe our potential can thrive and grow in an unbossed culture underpinned by integrity, curiosity and flexibility. And we can reinvent what's possible, when we collaborate with courage to aggressively and ambitiously tackle the world's toughest medical challenges. Because the greatest risk in life, is the risk of never trying!

Imagine what you could do here at Novartis

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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