NOVARTIS

Senior Specialist - ServiceNow (ITSM, ITIL)

Job ID
REQ-10013008
Nov 12, 2024
India

About the Role

Your responsibilities include, but are not limited to

• Extensive experience in ServiceNow development and consulting as a lead developer or technical architect. Expertise in import sets, transform maps, and ServiceNow data mapping with external data sources.
• Experience with various ServiceNow modules, including Normalization Data Services, ITOM Discovery, Configuration Management Lifecycle, Common Services Data Model, Service Mapping, Event Management, and Certificate Management.
• Familiarity with 3rd party credential stores, network access, and firewalls. Proficiency in JavaScript and SQL. Knowledge of additional product lines on the ServiceNow platform, such as ITSM, SPM (formerly ITBM), and/or ITAM.
• Understanding of ServiceNow CMDB, Identification and Reconciliation Engine, and workflow capabilities. Familiarity with platform security and integration best practices.. Experience in implementing net new Discovery, Event Management, and Service Mapping solutions.
• Ability to perform assessments and provide standard processes to clients for Discovery, Event Management, and Service Mapping.
• Understanding of Discovery scheduling and potential network impacts. Experience with Configuration Item blueprint and CMDB Health dashboard configuration, including remediation of duplicate and stale CI items.
• Expert understanding of import sets, transform maps, and ServiceNow data mapping. Knowledge of ServiceNow CMDB class hierarchy and its relation to Asset and Configuration Management. Proficiency in JavaScript, Angular, HTML/CSS, and Jelly.
• Fundamental knowledge of Common Services Data Model (CSDM).Experience with additional product lines on the ServiceNow platform, such as ITSM, ITBM, and/or ITAM.

Minimum Requirements

• 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), Discovery & Event Management & ITOM related.
• Strong leadership and team management skills.
• In-depth knowledge of IT service management (ITSM) and ITIL processes.
• Excellent problem-solving and analytical abilities.
• Good 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:
https://talentnetwork.novartis.com/network

Role Requirements

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

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:
https://talentnetwork.novartis.com/network

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
CTS
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
Apply to Job

Job ID

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