

Sr. Specialist(ServiceNow APM and CMDB) - Operations Process and Governance

Job ID

REQ-10041037

Feb 18, 2025

Indien

Summary

Job Description Summary

Location: Hyderabad

As a Senior Specialist, within our Data Digital and IT function, you will join SA&C Team and as part of this role, you will support APD Service Assurance, and you will assist internal/external Novartis associates on various APM (Application Portfolio Management) processes and data governance.

About the Role

Major Accountabilities:

- Application Data Governance of DD&IT applications across portfolios for Data quality and Accuracy.
- Collaborate with Application Managers and Service Operation Expert on Technology Lifecycle Modernization initiatives, roadmaps and remediations.
- Collaborate with Power BI and ServiceNow developers to maintain and enhance internal tools.
- Prepare status reports and dashboard metrics.
- Be the SME (Subject Matter Expert) on APM related topics and provide guidance on any queries.
- Create/maintain Knowledge articles on APM Topics
- Collaborate with multiple teams and stakeholders on project-based needs.
- Run internal campaigns to collect data using emails & SharePoint

Minimum Requirements:

- Overall 7+ years of work experience in IT Process, Governance and Stakeholder management. Understanding of how IT function operates in an organization
- Minimum Bachelors' degree in related discipline (Management or IT). Ability to work individually and also with a team.
- Proven ability to work effectively in large organizations.
- Experience in and ServiceNow APM and CMDB.
- Experience in Excel, PowerPoint is a must. Excellent Communication (verbal and written) skills.
- Experience with reporting tools like PowerBI.
- Capability to streamline business processes using Generative AI tools.
- Experience in Query building in Service Now.

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>

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

Standort

Indien

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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