

Director of ServiceNow Solutions Delivery

Job ID
REQ-10076214
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Индия

Сводка

Location: Hyderabad

This role will lead a strategic portfolio across IT and Integrated Security & Controls (ISC), shaping the evolution of our ServiceNow ecosystem through strong governance, AI-native innovation, improved user experiences, and expansion into new enterprise workflow capabilities.

This role requires a combination of deep ServiceNow technical and functional breadth, large-scale solutions delivery leadership, operating model optimization, and a product-oriented growth mindset.

About the Role

Major Accountabilities

Solutions Delivery Leadership

Lead strategy, roadmap execution, and delivery across a portfolio including:

- ITSM, ITOM, APM/EA
- SecOps-VR, BCM, IRM
- Enterprise Service Catalog solutions

Responsibilities include:

- Drive delivery outcomes, value realization, and portfolio performance
- Lead prioritization, execution, and cross-functional alignment
- Operate solutions as products with focus on scalability and adoption

Technical and Solution Leadership

- Provide technical and functional leadership across the ServiceNow portfolio
- Guide solution decisions leveraging strong platform understanding
- Partner closely with engineering, architecture, and operations to ensure scalable, robust outcomes

Portfolio Expansion and Innovation

- Identify and scale opportunities to expand ServiceNow into new business capabilities
- Develop business cases and roadmaps for capability growth
- Drive AI-enabled innovation to improve productivity, velocity, quality, and standardization
- Advance operating model performance through optimization of existing delivery mechanisms

User Experience and Partnership

- Improve workflow usability and adoption across ServiceNow personas
- Partner across business and technology stakeholders to drive innovation and value realization

Minimum Requirements

- 12+ years in enterprise technology or digital workflow leadership
- 7+ years leading large-scale and complex ServiceNow solution delivery
- Deep technical depth and breadth across multiple ServiceNow domains
- Experience leading complex delivery portfolios
- Experience expanding platform capabilities and driving new solution adoption
- Experience using AI or automation to improve delivery performance
- Strong executive stakeholder management and cross-functional leadership skills
- ServiceNow COE leadership experience
- AI-enabled workflow and AI-assisted SDLC experience
- ServiceNow certifications a plus

Why 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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Дивизион

Operations

Business Unit

Information Technology

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Информационные технологии

Job Type

Full time

Employment Type

Regular

Shift Work

No

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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