NOVARTIS

Spec. DDIT APD ServiceNow Solutions Delivery

Job ID
REQ-10092720
Ноя. 23, 2026
Индия

Сводка

Job Title: Spec. DDIT APD ServiceNow Solutions Delivery

#LI-Hybrid

Location: Hyderabad, India

Relocation Support: Yes

Ready to shape how AI transforms the employee and IT service experience? In this hands-on role, you'll help advance ServiceNow AI capabilities across Now Assist, Virtual Agent, AI Search, Employee Center Pro and IT Service Management AI Agents. You'll turn emerging AI capabilities into practical, scalable solutions that improve self-service, boost productivity and create measurable impact, while helping strengthen ServiceNow AI expertise across our team.

About the Role

Key Responsibilities

- Design and deliver scalable ServiceNow IT Service Management solutions aligned with business and technology priorities.
- Build intuitive Employee Center and Service Portal experiences that simplify employee self-service.
- Develop and deploy Now Assist, AI Search, Virtual Agent and Generative Artificial Intelligence capabilities.
- Create reusable workflows, integrations and platform components while minimizing customization and technical debt.
- Apply Responsible Artificial Intelligence principles, including privacy, guardrails, prompt design, monitoring and output quality.
- Drive reliable DevOps practices, automated testing, upgrade readiness and high-quality ServiceNow release deployments.
- Partner with product, business and process stakeholders to translate needs into secure, measurable technology solutions.

Essential Requirements

- Minimum 3 years of relevant experience designing, developing or delivering ServiceNow solutions.
- Hands-on experience with ServiceNow IT Service Management, Service Portal or Employee Center.
- Practical experience with Now Assist, Virtual Agent, AI Search or related Generative Artificial Intelligence capabilities.
- Strong ServiceNow development skills across workflows, integrations, scripting and reusable platform components.
- Understanding of DevOps, automated testing and release management within the ServiceNow platform.
- Strong collaboration and problem-solving skills, with the ability to translate business needs into secure, scalable solutions.

Desirable Requirements

- ServiceNow certifications or relevant training in Now Assist, IT Service Management, Application Development or platform implementation.
- Experience applying Responsible Artificial Intelligence principles, including prompt design, guardrails, data privacy and AI output evaluation.

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.

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

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.

Job ID
REQ-10092720

Spec. DDIT APD ServiceNow Solutions Delivery

Apply to Job
Job ID
REQ-10092720

Spec. DDIT APD ServiceNow Solutions Delivery

Apply to Job

Source URL: *https://www.novartis.ru/careers/career-search/job/details/req-10092720-spec-ddit-apd-servicenow-solutions-delivery*

List of links present in page

1. mailto:diversityandincl.india@novartis.com
2. https://www.novartis.com/about/strategy/people-and-culture
3. https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf
4. mailto:diversityandincl.india@novartis.com
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Spec-DDIT-APD-ServiceNow-Solutions-Delivery_REQ-10092720
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/Spec-DDIT-APD-ServiceNow-Solutions-Delivery_REQ-10092720