

Technical Director of ServiceNow (Architecture & Delivery)

Job ID
REQ-10076214
Июн. 22, 2026
Индия
Available in: English

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

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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?
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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

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