

# 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

#### 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:

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

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](mailto: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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