

# Senior Specialist - ServiceNow (ITSM, ITIL)

Job ID  
REQ-10013008  
Jul 07, 2024  
India

## Summary

Location: Hyderabad The ServiceNow Automation ITOM Lead is responsible for overseeing and managing the ServiceNow platform's delivery for ITOM processes like Event Management, Discovery both cloud and on-prem and expertise on the ITOM suite. This role involves both technical and leadership responsibilities to maintain the platform's performance and integrity.

## About the Role

### Your responsibilities include, but are not limited to

- Extensive experience in ServiceNow development and consulting as a lead developer or technical architect. Expertise in import sets, transform maps, and ServiceNow data mapping with external data sources.
- Experience with various ServiceNow modules, including Normalization Data Services, ITOM Discovery, Configuration Management Lifecycle, Common Services Data Model, Service Mapping, Event Management, and Certificate Management.
- Familiarity with 3rd party credential stores, network access, and firewalls. Proficiency in JavaScript and SQL. Knowledge of additional product lines on the ServiceNow platform, such as ITSM, SPM (formerly ITBM), and/or ITAM.
- Understanding of ServiceNow CMDB, Identification and Reconciliation Engine, and workflow capabilities. Familiarity with platform security and integration best practices.. Experience in implementing net new Discovery, Event Management, and Service Mapping solutions.
- Ability to perform assessments and provide standard processes to clients for Discovery, Event Management, and Service Mapping.
- Understanding of Discovery scheduling and potential network impacts. Experience with Configuration Item blueprint and CMDB Health dashboard configuration, including remediation of duplicate and stale CI items.
- Expert understanding of import sets, transform maps, and ServiceNow data mapping. Knowledge of ServiceNow CMDB class hierarchy and its relation to Asset and Configuration Management. Proficiency in JavaScript, Angular, HTML/CSS, and Jelly.
- Fundamental knowledge of Common Services Data Model (CSDM). Experience with additional product lines on the ServiceNow platform, such as ITSM, ITBM, and/or ITAM.

## Minimum Requirements

- 10-15 years of relevant experience in IT operations, with a minimum of 5 years of experience in ServiceNow administration.
- ServiceNow certifications, such as Certified System Administrator (CSA) or Certified Implementation Specialist (CIS), Discovery & Event Management & ITOM related.

- Strong leadership and team management skills.
- In-depth knowledge of IT service management (ITSM) and ITIL processes.
- Excellent problem-solving and analytical abilities.
- Good communication and collaboration skills.
- Proficiency in ServiceNow development, scripting, and customization. Knowledge of database management and integration technologies

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Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Job Type

Full time

Employment Type

Regular

Shift Work

No

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