

# Sr. Spec. IT Service Management - Service Now

Job ID  
REQ-10025553  
Nov 04, 2024  
Mexico

## Summary

-Specialist for operations in the given business sub -capability.  
-Drive operations of systems and applications in scope (both Global and Local), ensuring their stability and integrity and meeting customer service levels.

## About the Role

### Major accountabilities:

- Coordinate Service Management teams in Product Lines and Regions to execute tasks that are part of the global service management operational excellence governance.
- Be the liaison for the function, on all topics related to functional Service Management.
- Drive functional alignment to determine application portfolio organization.
- Drive the strategy to align application portfolio to current quality assurance requirements.
- Ensure service operations, service transition, quality, compliance, and audit readiness of application portfolio is up-to-date and compliant with governance requirements.
- Lead the functional service management with standardized services, processes, and tools to provide efficient, high-quality information.
- Meet internal KPI's related to Service Management governance and collaborate with optimization initiatives.
- Enable operational excellence and continuous improvement in Service Management.
- Connect with all functional Service Management coordinators and bring alignment on our ways of working.

### Key performance indicators:

- Operations stability and effective quality assurance -Applications adherence to ISC requirements and are audit ready.

### Minimum Requirements:

- IT Educational background or proven work experience.
- 4+ years of experience on application management tools and processes
- Service Now management proficiency

### Work Experience:

- Proven Ability to Develop trust-based relationships with key stakeholders.
- Application Management.

- Interactions with senior management.
- Reporting and analysis

**Skills:**

- Data quality assurance.
- Business Acumen.
- Performance Management.
- Planning.
- Project Management.
- Risk Management.
- Stakeholder Management.

**Languages :**

- English.

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Alternative Location 1

Prague, Czech Republic

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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