NOVARTIS

Spec. DDIT APD ServiceNow Solutions Delivery

Job ID
REQ-10092720

十一月 23, 2026

India

摘要

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)

部门
Operations

Business Unit
Information Technology

地点
India

站点

Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Information Technology

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6b056a11862c2145484684", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop: false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [{ presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: kPlayer.ui.components.Remove }] } }; // Check and add plugins only if they exist if (kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default: alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if (kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5'; config.plugins.googleTagManager.customEventsTracking.custom = []; config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:

false, playlistEvents: false, castEvents: false } }; }

// Ensure the global player registry array always exists, regardless of embed type. window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura_datalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }

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