

Sr. Spec. IT Service Management - Service Now

Job ID
REQ-10025553

11月 04, 2024

Mexico

摘要

- 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.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

部门

Operations

Business Unit

CTS

地点

Mexico

站点

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

[Apply to Job](#)



Job ID
REQ-10025553

Sr. Spec. IT Service Management - Service Now

[Apply to Job](#)

Source URL:

<https://prod1.novartis.com.cn/careers/career-search/job/details/req-10025553-sr-spec-it-service-management-service-now>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/INSURGENTES/Sr-Spec-DDIT-US-I-Service-ManagementREQ-10025553-1>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/INSURGENTES/Sr-Spec-DDIT-US-I-Service-ManagementREQ-10025553-1>