

ServiceNow ITOM Lead

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Company: PL18 Alcon Polska Sp. z o.o. Company

Location: Warsaw

Category: computer-and-mathematical

About Alcon:

At Alcon, we are driven by the meaningful work we do to help people see brilliantly. We innovate boldly, champion progress, and act with speed as the global leader in eye care. Here, you'll be recognized for your commitment and contributions and see your career like never before. Together, we go above and beyond to make an impact in the lives of our patients and customers. We foster an inclusive culture and are looking for diverse, talented people to join Alcon.

Key Responsibilities:

Product Strategy and Roadmap: Develop and maintain a comprehensive product strategy and roadmap for IT Operations Management solutions within the ServiceNow platform, aligning with business objectives and IT goals.

Stakeholder Collaboration: Work closely with cross-functional teams, including IT operations, infrastructure, security, and service management, to gather requirements, prioritize features, and ensure alignment with business needs.

Requirement Gathering and Analysis: Conduct detailed analysis of business and technical requirements, translating them into actionable user stories, acceptance criteria, and product features.

Product Backlog Management: Own and prioritize the product backlog, ensuring that it reflects the most valuable features and enhancements based on input from stakeholders,

market trends, and user feedback.

Release Planning and Execution: Plan and coordinate releases of ITOM solutions within the ServiceNow platform, working closely with development teams, scrum masters, and other stakeholders to deliver high-quality releases on schedule.

CMDB Health Governance: Develop CMDB health KPI's, drive CDMB data quality working closely with service line owners and conduct monthly governance meetings.

Service Modeling: Understand service modeling principles, drive application/service onboarding and act as subject matter expert.

Continuous Improvement: Monitor key performance indicators (KPIs), gather feedback from users, and conduct regular retrospectives to identify opportunities for continuous improvement and optimization of ITOM solutions.

Discovery: Provide direction and overall governance for Discovery working closely with Discovery team.

Event Management: Own Event Management process. Identify opportunities for continuous improvement. Expand the scope of Event Management from Logic Monitor to other monitoring solutions such as Juniper Mist, vCenter and Dynatrace

What you will bring to Alcon:

Education Bachelor's degree in Computer Science, Information Technology, or combination of education & experience required.

Experience:

7+ years of experience in IT operations, with a focus on IT service management, infrastructure management, or related areas.

3+ years of experience as a product owner or product manager, with a track record of successfully delivering complex IT solutions.

Strong understanding of IT operations management principles and practices, including but not limited to

Discovery

CMDB

Event Management

CSDM

Service Graph Connectors

Service Mapping

Experience working with the ServiceNow platform, particularly in the IT Operations Management (ITOM) module.

Integrations between key applications and ServiceNow ITOM

Strong analytical and problem-solving skills, with a focus on driving business value through technology solutions.

Understanding of the medical device and/or contact lens industry, working in validated environment covering CSA+, GxP and SOX relevant processes is an advantage.

Excellent communication skills, with the ability to effectively engage with stakeholders at all levels of the organization.

Strong analytical and problem-solving skills, with a focus on driving business value through technology solutions.

Certified Scrum Product Owner (CSPO) or similar certification preferred.

ITOM Certified Implementation specialist certification is preferred.

Fluent in English - spoken and written. Additional language preferred.

HOW YOU CAN THRIVE AT ALCON:

Very competitive salary level with flexible contract options.

Market-leading performance based annual bonus.

Attractive package of benefits.

Possibility to grow your own team and introduce engineering best practices.

Opportunity to work in a high paced agile environment and the chance to work with people who are passionate of delivering outcomes and a culture of simplification and ownership.

Flexible working hours and hybrid work model.

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