

# Knowledge & Content Partner

Job ID  
REQ-10021693  
Sep 11, 2024  
India

## Summary

Location: Hyderabad #LI Hybrid

The role involves converting PS&S and P&O strategic goals into operational actions within a client group, developing and implementing a knowledge management strategy aligned with organizational goals, and utilizing ServiceNow to manage the knowledge base. Responsibilities include identifying and managing relevant data points, overseeing content creation and curation, providing training and support, monitoring system performance, collaborating with departments to identify knowledge gaps, and enforcing governance policies. Additionally, the role requires reporting technical complaints and adverse events within 24 hours, participating in or leading P&O Services Projects, and delivering key data to managers while providing advice and support in data analysis and evaluation.

## About the Role

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

- Convert People Services and Solutions (PS&S) and People & Organization (P&O) strategic goals into operational actions within a dedicated client group.
- Develop and implement a knowledge management strategy aligned with organizational goals.
- Utilize ServiceNow for managing and maintaining the knowledge base, including creating, updating, and retiring knowledge articles.
- Identify and manage relevant data points for Knowledge Management, aligned with Case/Ticket management, and visualize them within ServiceNow.
- Oversee the creation and curation of knowledge content, ensuring accuracy, relevance, and quality.
- Provide training and support to employees on using the knowledge management system effectively.
- Monitor and analyse the performance of the knowledge management system, using metrics for continuous improvement.
- Collaborate with various departments to identify knowledge gaps and ensure the knowledge base meets user needs. Establish and enforce governance policies to maintain the integrity and security of the knowledge base.
- Report technical complaints, adverse events, and special case scenarios related to Novartis products within 24 hours of receipt.
- Participate in or lead P&O Services Projects at the country or BU level. Deliver and present key data to managers and provide advice and support in data analysis and evaluation.

### Minimum Requirements:

- Minimum of 8 years of experience in knowledge management, with at least 6 years of experience using

ServiceNow.

- Minimum Bachelor's degree in Information Management, Business Administration, or a related field.
- Experience in a shared services environment and ServiceNow Case / Ticket Management processes
- Familiarity with stakeholder management and operational excellence. Strong analytical, organizational, and communication skills
- Ability to interact with all levels of the organization, including senior management.

**Desirable Requirement:**

- Experience in managing Projects.
- Experience of working in matrix organization.

**Commitment to Diversity & Inclusion:** We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve

**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>

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Division

People & Organization

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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## Knowledge & Content Partner

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