

United States Jobs Expertini®

ServiceNow HRSD Product Owner

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Company: CVS Health

Location: United States

Category: architecture-and-engineering

Bring your heart to CVS Health. Every one of us at CVS Health shares a single, clear purpose: Bringing our heart to every moment of your health. This purpose guides our commitment to deliver enhanced human-centric health care for a rapidly changing world. Anchored in our brand — with heart at its center — our purpose sends a personal message that how we deliver our services is just as important as what we deliver.

Our Heart At Work Behaviors™ support this purpose. We want everyone who works at CVS Health to feel empowered by the role they play in transforming our culture and accelerating our ability to innovate and deliver solutions to make health care more personal, convenient and affordable.

Position Summary:

Hybrid or potential for fully remote

As a ServiceNow HRSD Product Owner, you will play a pivotal role in driving the strategic direction, development, and implementation of HR service delivery solutions within the ServiceNow platform. Collaborating closely with HR stakeholders and technical teams, you will define product requirements, prioritize features, and oversee the delivery of HRSD initiatives to enhance colleague experience, streamline HR processes, and support organizational objectives. Your expertise will be crucial in optimizing the ServiceNow HRSD platform to meet the evolving needs of the HR function and ensure the delivery of high-quality HR services for CVDS Health. The ServiceNow HR Product Owner plays a key role in managing and maximizing the value of the ServiceNow Human Resources

Service Delivery (HRSD) product and capabilities. This individual is responsible for understanding the CVS Human Resources teams' business requirements, defining product features, and prioritizing the HRSD product backlog to ensure proper support to meet organizational goals and objectives. The ServiceNow HR Product Owner collaborates with the process owners and the product delivery team to drive business value in alignment with standards and leading practices. This individual uses their extensive knowledge of the ServiceNow HRSD product to drive roadmaps, art of the possible conversations, and helps to set vision and strategy to drive continual improvement and value. This position collaborates with the product delivery and engineering teams to deliver expected outcomes for the process owner, and with the ServiceNow Operations and the CVS HR teams for knowledge transfer and the support of new functionalities.

Primary Duties and Responsibilities:

- Define the product vision, strategy, and roadmap for HR service delivery within the ServiceNow platform, aligning with organizational HR goals and objectives.
- Collaborate with HR stakeholders, including business leaders, IT teams, and end-users, to gather and understand their requirements.
- Translate business needs into actionable product features and user stories.
- Create and maintain a prioritized backlog of features, enhancements, and bug fixes based on business value and urgency.
- Continuously refine and adjust the backlog to respond to changing business priorities.
- Gather and prioritize requirements from HR stakeholders, analyze business processes, and translate user needs into actionable product features and enhancements.
- Lead sprint planning, backlog grooming, and sprint reviews in collaboration with Agile development teams, ensuring that sprint goals are achieved and stakeholder expectations are met.
- Manage the product backlog, prioritize features based on business value, user impact, and technical feasibility, and communicate priorities effectively to the development team.
- Draft user stories, their acceptance criteria, testing strategy and knowledge transfer while supporting customers in reviewing and approving them.
- Collaborate with UX/UI designers to create intuitive and user-friendly interfaces for HR service delivery processes, ensuring a seamless and engaging employee experience.
- Serve as the primary point of contact for HR stakeholders, providing regular updates on project status, soliciting feedback, and managing expectations throughout the development

lifecycle.

- Conduct user acceptance testing (UAT) to validate the functionality of delivered features, gather feedback from end-users, and drive continuous improvement based on user input.
- Stay informed about industry trends, emerging technologies, and ServiceNow platform updates related to HR service delivery, and identify opportunities for innovation and enhancement.
- Contribute towards continuous improvement of leading best practices.
- Bridge gap between business and technical teams by driving RAID (Risks, Actions, Issues, and Decisions) items to closure

Required Skills:

- 5+ years of ServiceNow HRSD product owner experience, particularly in HRSD modules such as Case and Knowledge Management, Employee Service Center, and HR Portal.
- 4+ years of hands-on experience in supporting HR processes and workflows, including employee lifecycle management, onboarding, offboarding, performance management, and employee self-service.

Preferred Skills:

- Proven experience as a Product Owner or similar role, with a track record of successfully leading Agile development teams and delivering high-quality software products.
- Experience with ServiceNow HRSD Service Portal and Service Catalog customization.
- Knowledge of HR compliance regulations and data privacy laws, such as GDPR and CCPA.
- Ability to design and modify ServiceNow forms, workflows, scripts, transform maps, service maps, web services, inbound email actions, SLAs and agent workspace, table management, performance analytics.
- Experience working in a SAFe/Agile team.
- Familiarity with HR analytics and reporting tools for measuring HR performance and employee satisfaction.
- Excellent communication and stakeholder management skills, with the ability to effectively engage and influence stakeholders at all levels of the organization.
- Analytical mindset with the ability to analyze data, identify trends, and make data-driven decisions to prioritize features and enhancements.
- Ability to thrive in a fast-paced, dynamic environment, with the flexibility to adapt to changing priorities and requirements.

- Excellent problem-solving and analytical skills.
- Leadership and mentoring abilities.
- Ability to collaborate with team members in a virtual setting.
- ServiceNow Certified Implementation Specialist (CIS) – HRSD certification.
- Advanced certifications in project management (e.g., PMP, Agile certifications) or HR management (e.g., SHRM, PHR/SPHR) are a plus

Education:

- Bachelor's degree in Human Resources, Business Administration, Information Technology, or a related field.

Business Overview:

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Pay Range

The typical pay range for this role is:

\$83,430.00 - \$201,900.00

This pay range represents the base hourly rate or base annual full-time salary for all positions in the job grade within which this position falls. The actual base salary offer will depend on a variety of factors including experience, education, geography and other relevant factors.

This position is eligible for a CVS Health bonus, commission or short-term incentive program in addition to the base pay range listed above.

In addition to your compensation, enjoy the rewards of an organization that puts our heart into caring for our colleagues and our communities. The Company offers a full range of medical, dental, and vision benefits. Eligible employees may enroll in the Company's 401(k) retirement savings plan, and an Employee Stock Purchase Plan is also available for eligible employees. The Company provides a fully-paid term life insurance plan to eligible employees, and short-term and long term disability benefits. CVS Health also offers numerous well-being programs, education assistance, free development courses, a CVS store discount, and discount programs with participating partners. As for time off, Company employees enjoy Paid Time Off ("PTO") or vacation pay, as well as paid holidays throughout the calendar year. Number of paid holidays, sick time and other time off are provided consistent with relevant state law and Company policies.

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