

ServiceNow Product Owner - ITSM

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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***

EST or CST hours

The ServiceNow ITSM Product Owner is pivotal in maximizing the value of ServiceNow ITSM products. Responsibilities include understanding CVS Health ITSM business requirements, defining product features, and prioritizing the ITSM product backlog to align with organizational goals. Collaborating with ITSM Process Owners and the product delivery team, they drive business value in line with industry standards. Leveraging extensive knowledge of ServiceNow ITSM products, they guide roadmaps and vision, fostering continual improvement. The Product Owner manages the product backlog, ensuring

expected outcomes are delivered by collaborating with product delivery and engineering teams. Additionally, they facilitate knowledge transfer and support new functionalities with ServiceNow Operations and CVS Health Service Desk teams.

Primary duties and responsibilities:

- Define and communicate the long-term vision and strategy for the ServiceNow ITSM products within the organization.
- Align the platform's capabilities with the company's overall business goals and objectives.
- Collaborate with ITSM stakeholders, including business leaders, IT teams, and end-users, to gather and understand their requirements and pain points.
- 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.
- Collaborate with UX/UI designers to ensure the user interface and colleague experience meet the needs and expectations of end-users.
- Provide input on user interface design and functionality.
- Work closely with quality assurance teams to define acceptance criteria and ensure delivered features meet the required quality standards.
- Gather feedback from end-users and stakeholders to identify areas for improvement and enhancement.
- Use feedback to inform future iterations of the platform.
- Ensure the ServiceNow product complies with relevant industry standards and security requirements.
- Stay updated on industry best practices and compliance regulations.
- Manage the product backlog and validate customer needs and priorities.
- Manage release implementation schedule.
- Actively monitor the product implementation progress and provide visibility to the stakeholders.
- Apply problem solving techniques to resolve issues and perform regular risk management activities. Facilitate regular retrospectives with the project team.

Required Skills:

- 5+ years of hands-on experience in supporting ITSM process and tools
- 4+ years of experience managing, supporting, developing, ITSM processes in the

ServiceNow platform.

Preferred Skills:

- ITIL V.3 / v.4 Certification
- ServiceNow Certified System Administrator (CSA) certification.
- ServiceNow Certified Implementation Specialist (CIS) – ITSM certification.
- Advanced certifications or training in project management (e.g., PMP, Agile certifications) or ITSM (e.g., ITIL certifications) are a plus.
- Strong understanding of ITSM processes and frameworks, such as ITIL (Information Technology Infrastructure Library), including Incident Management, Change Management, Problem Management, and Service Request Management.
- 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.
- Deep understanding of IT Service Management (ITSM) processes and practices.
- Knowledge of IT security principles and best practices for securing ITSM processes and data.
- Familiarity with Agile/Scrum methodologies.
- Experience with ServiceNow Performance Analytics and Reporting for measuring ITSM performance and service metrics.
- Experience with ServiceNow development tools such as workflow, flow designer, business rules, scripts, and Access Control List (ACL) rules.
- Familiarity with IT governance frameworks, such as COBIT (Control Objectives for Information and Related Technologies).
- 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 the construction of Service Catalog items and workflows.
- 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.

Education:

- Bachelor's degree in a relevant field (e.g., IT, Business, Engineering) or equivalent experience

Business Review:

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. We strive to promote and sustain a culture of diversity, inclusion and belonging every day. CVS Health is an affirmative action employer, and is an equal opportunity employer, as are the physician-owned businesses for which CVS Health provides management services. We do not discriminate in recruiting, hiring, promotion, or any other personnel action based on race, ethnicity, color, national origin, sex/gender, sexual orientation, gender identity or expression, religion, age, disability, protected veteran status, or any other characteristic protected by applicable federal, state, or local law. We proudly support and encourage people with military experience (active, veterans, reservists and National Guard) as well as military spouses to apply for CVS Health job opportunities.

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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