

Senior Manager, Partner Solutions – ServiceNow Partner Design Studio

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- Sales
- San Diego / United States
- JB0050433
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Company Description

At ServiceNow, our technology makes the world work for everyone, and our people make it possible. We move fast because the world can't wait, and we innovate in ways no one else can for our customers and communities. By joining ServiceNow, you are part of an ambitious team of change makers who have a restless curiosity and a drive for ingenuity. We know that your best work happens when you live your best life and share your unique talents, so we do everything we can to make that possible. We dream big together, supporting each other to make our individual and collective dreams come true. The future is ours, and it starts with you.

With more than 7,700+ customers, we serve approximately 85% of the Fortune 500®, and we're proud to be one of FORTUNE 100 Best Companies to Work For® and World's Most Admired Companies™.

Learn more on **Life at Now blog** and **hear from our employees** about their experiences working at ServiceNow.

Unsure if you meet all the qualifications of a job description but are deeply excited about the role? We still encourage you to apply! At ServiceNow, we are committed to creating an inclusive environment where all voices are heard, valued, and respected. We welcome all candidates, including individuals from non-traditional, varied backgrounds, that might not come from a typical path connected to this role. We believe skills and experience are transferrable, and the desire to dream big makes for great candidates.

Job Description

The ServiceNow Partner Design Studio is seeking a Senior Manager, Platform Architecture to lead our team of architects. We utilize human-centered, design thinking tools and mindset to achieve exponential results. Some teams say they change the world; we have actual examples.

The Partner Design Studio is part of our presales organization. We are focused solely on co-creating innovative solutions with ServiceNow partners. Our team brings technical expertise, real-world experience, strong executive engagement skills, and an inspirational mindset to help our partners understand the opportunities of the "platform of platforms" vision. We act as technical leaders for our partners' most complex solutions, designed to ensure they can realize the value they need. We do this by leveraging best practices and industry standards to architect best-in-class solutions.

As a Senior Manager, you will lead a team of architects in collaboration with partners and ServiceNow Alliance Managers, guiding stakeholders through the process of creating partner-branded offerings based on the ServiceNow platform and technology. The ideal candidate will have extensive experience in enterprise software, building solutions with technology partners, and leading strategic conversations based on industry, market, and horizontal positioning to help partners find the best opportunities to deploy ServiceNow as a solution.

Key Responsibilities:

- Lead and inspire a team of platform architects, driving the technical, design, and problem-solving guidance for market-making strategic partners.
- Engage with partner teams and key decision-makers to understand business imperatives and partner specializations.
- Serve as an evangelist for ServiceNow platform and technology capabilities, leading technology conversations with partners.
- Collaborate on Business Plan creation, working with partners to determine goals, strategy, and measurable objectives.
- Facilitate design workshops and work with partners to document user personas, uncover market needs, and partner with cross-functional teams to bring offerings to market.
- Develop a clear understanding of partners' solution offerings and markets addressed.
- Assess partners' capabilities and capacity, co-creating goals and strategies.
- Determine resource allocation towards partner efforts based on the level of integration and strategic nature of the partner.
- Define offerings, assist in project scoping, and determine capabilities needed to successfully create, operationalize, and deliver offerings.
- Identify gaps in partner capabilities and direct appropriate teams and resources to fill.
- Create handoff with Solution Development team for the build phase once solution goals are defined.
- Cultivate relationships and manage communications with ServiceNow field to promote solution offerings.
- Travel for partner, customer, and organizational activities up to 50%.

Qualifications

- Advanced degree, certifications, continuing education in computer science, dev, sales, business management or similar.
- 10+ years leadership experience in enterprise software, technical sales, pre-sales, or similar.
- Significant experience working with technology partners, either at a partner or OEM.
- Excellent understanding of architectural principles for cloud-based platforms, including SaaS, PaaS, multi-tenancy, and automation.
- Industry vertical knowledge (such as Financial Services, Banking, Healthcare, Manufacturing) is a plus.
- Passionate about leading edge and emerging technologies towards the goal of developing innovative solutions.
- Talented at explaining complex topics clearly and concisely; effective at providing practical guidance; able to demonstrate and present at the highest level.
- Experience working with large corporate enterprises or government environments, engaging at the CxO level.
- Superior verbal and written communication skills, facilitation skills, and impeccable communication habits.
- Entrepreneurial skills, organizational savvy, and the ability to collaborate crucial.

Experience and education that will help you stand out:

- Presales
- Solution development on competitive platforms.
- ServiceNow platform development experience.
- ServiceNow certifications.
- Design Thinking certifications and/or demonstrable training.

To be successful in this role, you have:

- Successfully led diverse teams to reach challenging goals and can leverage organizational networks to get things done.
- Expertise in designing, implementing, and managing advanced architectures in an application domain and integrating multiple systems or platforms.
- A proven track record of success with Enterprise Architecture or Application Architecture; pre-sales in a software vendor, large Enterprise, or professional services environment.
- Experience presenting architecture concepts, designs, and goals to technology leaders and partners.

JV20

For positions in California (outside of the Bay Area), we offer a base pay of \$149,250 - \$246,300, plus equity (when applicable), variable/incentive compensation and benefits. Sales positions generally offer a competitive On Target Earnings (OTE) incentive compensation structure. Please note that the base pay shown is a guideline, and individual total compensation will vary based on factors such as qualifications, skill level, competencies and work location. We also offer health plans, including flexible spending accounts, a 401(k) Plan with company match, ESPP, matching donations, a flexible time away plan and family leave programs (subject to eligibility requirements). Compensation is based on the geographic location in which the role is located, and is subject to change based on work location. For individuals who will be working in the Bay Area, there is a pay enhancement for positions located in that geographical area; please contact your recruiter for additional information.

Additional Information

ServiceNow is an Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, sexual orientation, national origin or nationality, ancestry, age, disability, gender identity or expression, marital status, veteran status or any other category protected by law.

At ServiceNow, we lead with flexibility and trust in our distributed world of work. **Click here** to learn about our work personas: flexible, remote and required-in-office.

If you require a reasonable accommodation to complete any part of the application process, or are limited in the ability or unable to access or use this online application process and need an alternative method for applying, you may contact us at **talent.acquisition@servicenow.com** for assistance.

For positions requiring access to technical data subject to export control regulations, including Export Administration Regulations (EAR), ServiceNow may have to obtain export licensing approval from the U.S. Government for certain individuals. All employment is contingent upon ServiceNow obtaining any export license or other approval that may be required by the U.S. Government.

Please Note: Fraudulent job postings/job scams are increasingly common. **Click here** to learn what to watch out for and how to protect yourself. All genuine ServiceNow job postings can be found through the **ServiceNow Careers site**.

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