**Sr Advisory Solution Consultant, Intelligent Automation**

**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**](https://blogs.servicenow.com/category/life-at-now.html) and [**hear from our employees**](https://www.youtube.com/playlist?list=PLtPPHGXv_JpmhypERyQKm5zO2Wd65QinB) 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**

**Position Overview:**

Join our pre-sales team of AI specialists as a Solution Architect, partnering with customers to co-create solutions and expand ServiceNow’s presence in the market of Intelligent Automation and Generative AI.

**Key Responsibilities:**

* **Drive Excellence:**Foster knowledge, engagement, and interactions within the team, with customers, and in the field.
* **Strategic Alignment:**Align direct opportunity engagement and skills with ServiceNow’s strategic and enterprise accounts.
* **Problem Solving:**Address business and technical problems using our suite of AI products, including considerations of key regulations, business drivers, evolving business needs, and security.
* **Subject Expert Representation:**Act as an speaker at marketing events such as user conferences, trade shows, and webinars.
* **Collaboration:**Work with the sales and marketing leadership to build sales assets that will drive the ServiceNow AI pipeline in our customer base.
* **Sales Support:**Partner with the sales team to support, drive, and close AI opportunities.
* **Demonstrations:**Provide demonstrations of ServiceNow’s AI-powered solutions, both standard and tailored to prospects and existing customers, on-site and via virtual meetings.
* **Proof-of-Concept:**Scope and deliver proof-of-concept/value engagements with prospects.
* **Industry Trends:**Stay up-to-date with industry trends and advancements in AI to ensure the solutions provided are cutting-edge and competitive.
* **Product Training:**Conduct enablement sessions for field Solution Consultants and Account teams to enhance their understanding and use cases of ServiceNow AI products.
* **Innovation:**Foster a culture of innovation by encouraging new ideas and approaches to solving customer problems using AI.

**Qualifications**

**To be successful in this role, you should have:**

**Experience: 10 years of experience in presales or consulting,** where you have had direct customer engagements.

* Must be fluent in Japanese and English
* Must be authorized to work in Japan
* **AI Expertise:** 3+ years of technical experience selling AI Models, Deep Learning Models, and Large Language Models with a focus on Generative AI.

**Communication Skills:** Strong presentation strength in articulating and logically communicating AI concepts to both technical and non-technical audiences.

**Strategic Understanding:** Ability to understand the “bigger picture” and the business drivers for using AI and Automation technologies.

**Technical Proficiency:** Development experience using cloud-based AI platforms. Knowledge of Nvidia LLMs and Microsoft Azure Python skills are highly valued. Experience with large relational/NoSQL data stores and transformation techniques to make data consumable by AI models.

**Certifications:** Certification in a major AI platform (e.g., Microsoft Azure OPENAI), experience with LLMOps is valued.

**Product Knowledge:** Experience with ServiceNow’s Predictive/Task Intelligence, AI Search, and Virtual Agent is highly valued.

**Travel:** Ability to travel up to 50% of the work week to support technical sales activities within Japan

**Additional Relevant Experience:**

**Industry Experience:** Experience working in a fast-growing tech company including software, cloud, or customer experience of the same.

**Sales Expertise:** Experience in Value-Based Selling or Solution Selling.

**Sales Process Understanding:** Understanding of the sales process and being a trusted advisor for Specialist Sales, account management, and the extended sales organization.