

# WORK VAPOR

Job Link: <https://workvapor.in/jobs/manager-servicenow-koch-bengaluru-karnataka/>

## MANAGER – SERVICENOW

### JOB LOCATION

Bengaluru, NA, Bengaluru, Karnataka, India

### DESCRIPTION

#### Your Job

We are seeking an innovative, forward-thinking Manager – ServiceNow to advance and implement key strategies in support of our vision. Koch Global Services (KGS) is the global solutions provider for Koch Industries. We serve more than 130,000 Koch employees worldwide and partner with 11 Koch companies from a diverse number of industries; ranging from making fabric, glass, and paper products, to manufacturing cell phone components. Since 2003 we have invested over \$80 Billion in acquisitions and other capital expenditures and are proud to reinvest more than 90% of our earnings back into our companies. As KGS rapidly scales up its operations in India, it's employees will get opportunities to carve out a career path for themselves within the organization. This role will have the opportunity to join on the ground level and will play a critical part in helping build out the Koch Global Services India (KGS India) over the next several years. Working closely with global colleagues would provide significant global exposure to the employees.

#### Our Team

The KGS Enterprise Service Management (ESM) team is responsible for empowering Koch businesses to deliver effortless and highly valuable services in all shapes and forms via automation, workflows, and data through our primary platform, ServiceNow. Our team continually strives to transform service delivery by means of people, process, and technology. At Koch Global Services we believe in being All In. All Together. We must work as a global team, seek ways to breakdown silos, and leverage individual and team aptitudes to create a competitive advantage and exceptional value for our customers.

#### What You Will Do

- Build talent for now and for the future to provide a global, shared services capability for KOCH

### HIRING ORGANIZATION

Koch

### EMPLOYMENT TYPE

Full-time

### BASE SALARY

INR 27,000 - INR 45,000

### VALID THROUGH

2026-07-18

- Provide on-going coaching and feedback by having honest discussion and trusted relationships with Leaders/team members to grow in potential to advance their skills.
- Foster an environment that promotes knowledge development and learning (challenge, experimentation, knowledge networks, etc.), leading to business and personal transformation.
- Help develop and track capability measures including talent measures to continuously improve the capabilities.
- Partner with global leaders to continue to meet the milestones and objectives of the team.
- Continuously learn our Company's Culture and grow its application across the global team.
- Identify, assess, and work to close gaps in each team member's development areas to allow
- Enabling Strategic decisions

#### Who You Are (Basic Qualifications)

- 10+ years of Experience leading IT/ Transformation projects.
- Excellent communication, facilitation, negotiation, and coaching skills.
- Problem-solving and conflict-resolution ability.
- Strong decision making, critical thinking, organizational and analytical skills.
- Strong people and stakeholder management experience.
- Experience working in a multi-cultural environment with a diverse workforce.
- Strong desire to own the development and career path direction of team.
- Experience in leading & driving global projects successfully to closure.

#### What Will Put You Ahead

- Experience in ServiceNow implementations
- Able to challenge the status quo and introduce change.

Your role will be pivotal in inspiring and motivating team members by connecting their individual contributions to the collective vision, ensuring everyone understands how their work impacts the organization's success. You will articulate the team's long-term vision compellingly, aligning it with Koch's broader goals.