

## Senior ServiceNow Developer

### HARD REQUIREMENTS:

Deep technical experience Integrating the ServiceNow platform with other products using Rest Messages, Plugins and IntegrationHub spokes, developing well documented and reusable code and expertise in at least two of the following product lines: ITSM, CSM, Cloud Discovery, Cloud Automation, ITOM, SAM, GRC, SecOps, IRM and IntegrationHub. This is a technical role that may include some client facing work, such as performing sprint demos or answering technical questions during workshops and video calls.

### Key Areas of Responsibility

- Serves as a member of the development staff on ServiceNow related projects under the direction of the ServiceNow Architect or Client Stakeholder
- Performs development work within the ServiceNow platform, including client and server-side scripting, integrations between platforms and within the ServiceNow ecosystem
- Support the ServiceNow Architect in scoping technical solutions which may involve multiple ServiceNow product lines and complex integrations with other applications and systems
- Develops workflows within the ServiceNow platform using low code or no code solutions where possible in line with requirements provided by the ServiceNow Architect or Client Stakeholder
- Documents work performed in an efficient and legible manner, allowing multiple development personnel to reuse code and effectively troubleshoot issues when necessary
- Supports the ServiceNow architect with effort estimates, provides updates and communicates challenges or blockers in a timely fashion
- Performs necessary sprint or story demos, deliver required development artifacts, documentation and perform knowledge transfer to client resources if / when requested
- Research vendor solutions when necessary for client integration requirements with ServiceNow and external / third party systems
- Record all time worked accurately and keep calendar up to date with scheduled activities
- Other duties as assigned by client or internal leadership

### Qualifications

#### Education and/or Experience Qualifications

- ServiceNow Certified System Administrator (CSA) – current
- ServiceNow Certified Application Developer (CAD) – current
- At least 1 of the following Certified Implementation Certifications:
  - ITSM, ITOM, SAM, GRC, SecOps, IRM, and or VRM
- **7+ years working on the ServiceNow platform and 5+ years of Consulting, Information Technology, or related industry experience**

#### Required Qualifications

- Proven consulting experience as a key technical resource executing the development and delivery of ServiceNow solutions
- Experience in at least two of the following product lines: ITSM, CSM, Cloud Discovery, Cloud Automation, SAM, GRC, SecOps, IRM and or VRM
- Must of strong hands on experience of the key technologies relevant to the ServiceNow integration including: AJAX, SSO, SAML, SSL, Web Services, LDAP, JDBC, ODBC, REST, SCP, FTPS
- Experience with scripting in the ServiceNow platform using Javascript, Business Rules, Script Includes, Client Scripts, UI Actions, UI Pages, GlideAjax, Angular JS, Jelly, etc.
- Experience implementing development work using the Agile/Scrum methodology
- Active listening skills, takes ownership of contributing input to the conversation while demonstrating strong communication skills in written, interpersonal, and presentational situations
- Demonstrated interpersonal skills, client centric attitude, ability to deal with cultural diversity
- Proven team player

- Ownership, accountability, and attention to detail
- Maturity, professionalism, and judgment
- Ability to excel with minimum supervision
- Commitment to client satisfaction
- Degree or equivalent, preferably in Computer Science or Information Technology, and proven experience in technical consulting roles.

**Preferred Qualifications**

- ServiceNow Certified Implementation Specialist – Domain Separation
- ServiceNow Microcertification – IntegrationHub
- ServiceNow Microcertification – CMDB Fundamentals
- ServiceNow Microcertification – Flow Designer
- ServiceNow Microcertification – Virtual Agent
- Degree or equivalent, preferably in Computer Science or Information Technology
- ITIL v4 Managing Professional Designation