**ServiceNow Developer- Job Details**

**Description:**

The ServiceNow Developer will be responsible for core system configuration. Reviewing user and process requirements, functional requirements, and developing technical requirements. The candidate will have an understanding of ServiceNow functionality and how all ITIL processes can be implemented in ServiceNow. This includes, but is not limited to Incident Management, Change Management, Problem, CMDB Management, Service Catalog, Problem Management modules. The ServiceNow Administrator will work closely with business and IT teams to gather input to support ongoing business needs for ServiceNow configuration, implementation and support. As new technologies emerge and impact ServiceNow, the ServiceNow Administrator is expected to learn these applications very quickly and resolve any problems involved in integrating new applications with ServiceNow.

**Key Job Functions:**

* Strong understanding of ServiceNow Development Platform including, but not limited to, ITSM, CMDB, Asset Management, Change Management, Custom Development, etc.
* Customize ServiceNow applications and facilitate rollout of new applications and modules and configure Application UI and Configure Workflow
* Collaborate effectively with other ServiceNow administrators to develop solutions and handle general updates and configuration changes/requests
* Knowledge of .NET, C# and a programming proficiency in JavaScript, C#, ASP.NET
* Understanding with HTML, JavaScript, AJAX, and third party controls
* Identify system deficiencies and recommend solutions
* Ensure the latest release of ServiceNow application is implemented in a timely manner with minimal or no disruption to IT operations
* Maintenance and continuous improvement of the processes, standards, policies, working methods, and tools
* Ensure appropriate tools and processes are in place to have a development/production environment that is reliable and reproducible
* Ensure tool configuration consistency across development, testing, and production environments
* Participate in ongoing production support and end user support
* Ability to efficiently and appropriately estimate work effort requirements

**Preferred Educational Requirement:**

* Bachelor’s Degree in Computer Science, IT, Engineering, or related field; or
* 2-3 years of knowledge of computer programming languages and some relevant work experience.
* Experience in Agile Project Delivery Methods

**Training/Certification requirements:**

* ServiceNow Certifications
* Microsoft Technology Associate (MTA) – Software Development Fundamentals
* Microsoft Certified Solutions Developer or Other Application/Software Development Certifications (C+, C#, .NET, Java, etc

**Required Qualifications:**

Working knowledge in ServiceNow as well as at least two (2) of the following areas:

* Java/J2EE
* C#/C++/C
* VB/.NET
* Perl
* Python
* SQL
* JavaScript/AJAX

**Other Supporting Qualifications:**

* ITIL certification
* Excellent written and verbal communication skills
* Excellent analytical skills
* Excellent project management and time-management skills
* Strong problem solving skills
* Ability to present technical information in a way that non-technical management and staff will understand
* Focus on quality and attention to detail
* Knowledge of database security procedures and protocols • Ability to work effectively on tight deadlines, as necessary
* Excellent teamwork and team building skills Minimum