



Permanent Placement & Consulting Services in Information Technology

Service-Now Developer – Irving, TX

The Service-Now Developer is responsible for the administration, development, documentation and technical support of the Service-Now platform.

Responsibilities

- Implements, documents and maintains the Service-Now platform. Maintains in-depth knowledge of IS service offerings and business needs to ensure recommended solutions are prescribed with the intention of increasing the efficiency and effectiveness of those service offerings.
- Tests, analyzes, collaborates and assists with translating business requirements into technical requirements to ensure a smooth implementation of new enhancements, applications or modules.
- Utilizes Java Scripting, HTML, CSS, and PowerShell to deliver solutions that automate and audit business processes.
- Utilizes best practices for development, conducts thorough testing, analysis, and certification of changes to Service-now. Ensures all assigned project tasks required for the implementation of Service-now are completed on schedule.
- Adheres to change management policies and procedures, i.e. thorough testing of changes, new applications and instance upgrades in a non-production environment prior to being released in the production environment.
- Updates & maintains a comprehensive testing protocol for Service-now instance upgrades with the purpose of certifying all applications for use after the upgrade completes.
- Logs technical support incidents, problems and requests into Service-Now. Monitors incidents assigned to the Administrator. Provides succinct and pertinent updates to incidents indicating acted upon resolution and communication to user. Participates in Problems and Knowledge initiatives and other process improvements.
- Provides advanced technical support to Support Teams utilizing Service-Now. Escalates performance issues, unresolvable incidents and service interruptions to Service-now technical support. Creates and updates incident records in Service-now's tracking system.
- Monitors and tests for optimal system performance.
- Reachable outside of standard working hours as needed.

Qualifications

Education & Experience:

- Bachelor's Degree in related field or equivalent combination of experience and education
- IT Operations Service Now Administrator Certification preferred
- ITIL Certified strongly preferred
- Three (3) plus years of related experience in Service-Now application customization using client scripts, Business Rules, UI scripts, etc.
- Strong knowledge of Web 2.0 Technologies (Java Scripting, XML, HTML, AJAX, CSS, HTTP, etc.), PowerShell, SaaS applications, network operations (networks, protocols and email [SMTP, POP3]).

Competencies:

- Strong knowledge of ITIL methodologies, ITSM concepts, enterprise IT architecture, relational databases. ITIL certifications preferred.
- Solid understanding of the application development lifecycle process, including requirement analysis, quality assurance, design, scheduling, implementation, issue tracking, version control and deployment.
- Highly skilled and proficient in using development tools with the analytical and problem solving skills necessary to troubleshoot and provide user support.
- Experience documenting code and system processes and procedures in a clear manner.

817-329-6830 Tel • 817-329-6833 Fax • PO Box 93538 • Southlake, TX • 76092

rr@prdfw.com • www.prdfw.com



Permanent Placement & Consulting Services in Information Technology

- Experience in these areas is preferred: Active Directory; Single Sign-on using: SAML 2.0. & Web Services integrations.
- Integration experience with directories, such as Active Directory using methods such as LDAPs.
- Experience with Web Services integration and Java, JavaScript and Glide.
- Excellent analytical, problem solving and troubleshooting skills with the ability to express technical issues to non-technical customers.
- Must have knowledge of Microsoft Office products and Windows Active Directory environment.

817-329-6830 Tel • 817-329-6833 Fax • PO Box 93538 • Southlake, TX • 76092

rr@prdfw.com • www.prdfw.com