



ServiceNow Senior Engineer – Westlake, TX

The ServiceNow Sr Engineer is responsible for working closely with HR IT business analysts and business partners to deploy technology solutions that meet business needs. Works closely with HR IT business analysts to understand business requirements and translate into technology solutions, ensuring customer expectations are met in a timely manner and aligned with technology standards. Designs, develops, deploys, installs, configures and maintains standard, sustainable solutions on the ServiceNow platform and ServiceNow HR Service Delivery with regards to discipline and software. Define and implement solutions that adhere to enterprise and platform architectural and engineering standards.

Key Responsibilities:

- Managing all aspects of SDLC related to ServiceNow HR Service Delivery, including story creation, points assignment, backlog grooming, queue prioritization, develop/design and testing.
- Involvement with escalations and incident management including post incident reporting.
- Resolving incident tickets within published SLA's.
- Act as a liaison and partner between IT and HR business areas, providing HR technology subject matter expertise.
- Collaborate on the evaluation, recommendation, business readiness and implementation of ServiceNow technology solutions.
- Help identify potential improvements to processes, procedures and software tools.
- Provide training and mentoring to Level 1 peers in support of enhancement and defect tickets.
- Provide preventative maintenance, troubleshooting, and problem resolution services for ServiceNow and HR Service Delivery.
- Maintains current knowledge of ServiceNow marketplace changes, technology changes, and client business pertinent to HR Service Delivery.
- Minimum Education Required:
- Bachelor's degree in an appropriate field from an accredited college/university or equivalent work experience

Years and Type of Experience Required:

- Minimum of 7 years of experience with ServiceNow or other Case Management, Knowledge Management Applications
- Requires 4+ years of ServiceNow platform experience
- Requires 4+ years of relevant technical and business work experience as a developer/administrator
- ITIL v3 certification preferred
- Experience with HR Business Process, planning and implementation strongly preferred
- Proven experience in all aspects of ServiceNow development, configuration and administration
- Knowledge, Skills, and Abilities Required:
- Ability to “think big” and challenge conventional wisdom regarding technology refresh and hype
- Strong leadership and negotiation skills with business and technical groups.
- Strong analytical and problem-solving skills
- Expertise in ServiceNow
- Ability to build and maintain scalable solution focusing on out-of-the-box
- Excellent oral and written communication skills with an ability to communicate technical information to a non-technical audience.

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

rr@prdfw.com • www.prdfw.com