

Job Description - ServiceNow Subject Matter Expert (SME)

SUMMARY OF POSITION:

The Subject Matter Expert (SME) is a key member of the ServiceNow implementation project team and is responsible for implementing the application modules. The SME works as a team member along with the Project Manager, Solution Architect, Technical Architect and supporting team members to deliver the complete solution for the customer.

RESPONSIBILITIES:

Understand all technical aspects of the ServiceNow (SNOW) implementation including:

- SNow Solution architecture
- Application UI
- Process and solution integration.
- Workflow design/configuration.
- Reporting
- Integration components (SSO, LDAP, etc.)
- Proven experience as a key technical resource leading the development of ServiceNow solutions
- Experience with web technologies (XML, HTML, JavaScript, and Web Services)
- Knowledge of technical components such as LDAP, VPN, SSL technologies

PREFERRED SKILLS/EXPERIENCE:

- Ideal candidate must be self-motivated with a proven track record in ITSM technologies and comfortable in the dynamic atmosphere of a technical organization with a rapidly expanding customer base. Candidate must be organized and analytical, adept at working in a team environment, able to implement on time to a project schedule, and able to handle multiple priorities in a fast moving environment. Additional preferred qualifications are:
- B.S. degree in Computer Science, MIS or equivalent preferred
- Advanced experience with ServiceNow implementations
- Experience with other ITSM software (BMC, Landesk, Cherwell, Heat, Axios, HP, etc.)
- Strong presentation and communication skills

- Ability to understand business requirements and convert them into solution designs
- Knowledge of web-based systems architecture, service-based architecture, enterprise application architecture as well as experience managing expectations and priorities. Must demonstrate good judgment and pragmatic approach to delivering a successful implementation
- Should have participated in, and be familiar with project methodologies
- 5-7 years of relevant experience in professional services or customer support operations
- 3-6 years of ITSM systems integration and/or implementation experience
- Proven Solutions consulting experience
- Ideal candidates will also have the following ServiceNow Certifications: Certified System Administrator, and Certified Implementation Specialist