

Job Description - ServiceNow Solution Architect

SUMMARY OF POSITION:

The Solution Architect is a key member of the ServiceNow implementation project team and is responsible for the overall design of the application and mapping client business requirements from the project team to systems/technical requirements. The Solution Architect works as a team member along with the Project Manager, Technical Architect and supporting team members to deliver the complete solution for the customer.

RESPONSIBILITIES:

- Participate in process flow analysis and process redesign along with the Project Manager
- Share best practices and be consultative throughout the technical design of the project
- Produce a detailed functional design document to match customer requirements
- Co-team with the Technical Architect to produce a technical specification for custom development and systems integration requirements
- Participate in internal projects as required
- Maintain current ServiceNow knowledge through self-study and utilization of available training

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 design and implement 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 or ITSM tool configuration and custom development
- 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 solution that optimizes architecture activities across company needs, business constraints and technological realities
- 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