



Title: Senior Technical Consultant

Job Description:

A Service Technical Consultant brings a blend of technical and process capabilities to each project. Technical capabilities include a thorough understanding and creative uses of the ServiceNow platform, integrations, infrastructure, and network security protocols. Process capabilities includes technical implementations of Service Management processes inclusive of Infrastructure Library (ITIL) framework.

The Senior Technical Consultant interacts directly with client sponsors, stakeholders, and technical resources. As a member of the delivery team, the Senior Technical Consultant works on-site as well as off-site.

Essential Responsibilities:

Lead all technical aspects of project delivery and solution delivery including:

- (C) Participation as a key member of the Service Catalyst implementation project team
- (C) Lead development activities by collaborating on design and directing the technical solutions to be implemented on a project
- (C) Mentoring field resources in implementation methodology, configuration and best practices for the ServiceNow application suite
- (C) Hands-on configuration development of the ServiceNow platform, integrations, MID servers, and various other related systems as a project requires
- (C) Working with Service Management Consultants to build the system from specific client requirements
- (C) Documenting design, specific solutions, and client-facing materials
- (C) Documenting custom solutions and internal materials
- (C) Configuring proof-of-concept and demonstration solutions to support sales and other related efforts
- (C) Driving continuous improvements for Service Catalyst’s implementation methodology and service offerings
- (C) Building internal practice methodologies, guides and intellectual property to improve consistency and quality for client delivery

Primary Client-Facing Responsibilities	Primary Internal Responsibilities
<ul style="list-style-type: none"> ▪ Project: to fulfill client requirements by leading technical teams and developing on the system platform. Ensuring the final deliverables are at the highest standard of quality; ▪ Process: to educate and facilitate client process and operational requirements; ▪ Client: to educate our clients in best-practice process and configuration methods; ▪ Experience: to deliver a positive and value-add experience to our clients in every interaction. 	<ul style="list-style-type: none"> ▪ People: to collaborate with project teams to ensure all elements effectively and efficiently tie together; ▪ Financial: to track time and effort and provide level-of-effort estimates for proposed solutions and in-progress projects; ▪ Quality: to ensure each artifact produced, each configured technical component, and all personal interactions are of the highest quality.
Secondary Client-Facing Responsibilities	Secondary Internal Responsibilities



▪ **Sales:** to foster trust with our client’s team that will help retain Service Catalyst for future work with our clients.

▪ **Methodology:** to contribute tactical and impactful tools, techniques, and methods to continuously improve Service Catalyst’s sales, delivery, and financial capabilities.

Experience Preferred

Certifications:

- ServiceNow Administrator
- ServiceNow Implementation Specialist
- ITIL Foundation

Development experience: 2+ years of experience developing on the ServiceNow platform

- XML, AJAX, SOAP, JavaScript, REST (required)
- Powershell (preferred)

General Consulting: 3+ years required. Demonstrated ability to influence and consult (providing options with pros, cons and risks) around all key technical decisions during project delivery

Technical: Strong implementation and customization skills with expertise on the ServiceNow platform, infrastructure monitoring tools and integration methods. Additionally:

- Understanding of the Fundamentals of Relational Databases
- Using and Implementing Single Sign-On Technology such as Digested Token and SAML
- Knowledge of Common Web Applications, Networks, Protocols, and Frameworks
- Experience in IT operations management including cloud services, virtualization, network and server technologies and architecture
- Experience with discovery and dependency mapping and building and coding Configuration Management Databases (CMDB)

SDLC / Agile Methodology: prior experience required

Job Details

Reports to: Manager, Technical Consulting

Hours: to match client business hours appropriate to each engagement

Client Interaction: this is a direct client-facing role requiring consistent interaction with client sponsors, technical resources, and process owners

Legal authorization to work in the U.S. is required.

Any offer of employment is conditioned upon the successful completion of a background investigation

Compliance Process Partners d/b/a Service Catalyst

PO Box 377
Newburyport, MA 01950
3 S Pond St.
Newbury, MA 01951
www.service-catalyst.com