



Title: Technical Consultant

Job Description:

Working under the direction of a Senior Technical Consultant and Service Management Consultant, the Technical Consultant is responsible for the review, configuration and development of customer requirements within the ServiceNow platform. The Technical Consulting uses ServiceNow defined best practices in addition to Service Catalyst’s practice guides to deliver the highest possible work product for our clients.

Technical capabilities include an understanding and creative uses of the ServiceNow platform. Process capabilities includes technical implementations of Service Management processes inclusive of IT Service Management / Infrastructure Library (ITIL) framework.

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

Essential Responsibilities:

- (☞) Participation as a member of the Service Catalyst implementation project team
- (☞) Provide ServiceNow administration duties
- (☞) Work as an active member for Service Catalyst’s sustaining engineering offering
- (☞) Hands-on configuration development of the ServiceNow platform, integrations, MID servers, and various other related systems as a project requires
- (☞) Work with Service Management Consultants to build the system from specific client requirements
- (☞) Documenting design, specific solutions, and client-facing materials
- (☞) Documenting custom solutions and internal materials
- (☞) Configuring proof-of-concept and demonstration solutions to support sales and other related efforts
- (☞) Participate in continuous improvements for Service Catalyst’s implementation methodology and service offerings
- (☞) Build 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 configuring / 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: work with our clients providing 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
- ITIL Foundation

☎ **Development experience:**

- Knowledge of JavaScript, AngularJS, HTML, CSS, Jelly or similar web technologies

☎ **General Consulting:** 1+ years required. Demonstrated ability to influence and consult (providing options with pros, cons and risks) during project delivery

☎ **Technical:**

- 1+ years of hands on experience administering and configuring the ServiceNow platform
- Working knowledge of relational databases
- Knowledge of IT Operations Management including basic networking principles, virtualization, cloud computing, availability monitoring and analysis as well as configuration management

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

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