

Title: Technical Architect

Job Description:

A Service Catalyst Architect is a senior client-facing technical consultant with ServiceNow platform design responsibilities to support multi-tower Service Management initiatives.

Those in the Architect role provide guidance and thought leadership to both our clients and internal resources in platform design, integration design, development standards, platform management methods, and technology strategy consulting.

Essential Responsibilities

Primary Client-Facing Responsibilities	Primary Internal Responsibilities
<ul style="list-style-type: none"> ▪ Project: to fulfill technical design and leadership and ensure the highest standard of technical quality; [SEP] ▪ Design: to fulfill technical design guidance within Service Catalyst and with our clients; [SEP] ▪ Client: to educate and negotiate the right technical solutions for your clients; [SEP] ▪ Experience: to deliver a positive and value-add experience to our clients in every interaction. 	<ul style="list-style-type: none"> ▪ People: to lead, educate, mentor and develop the Service Catalyst resources who are assigned to your projects; ▪ Financial: to assist in the scoping of new opportunities and to design tools and techniques to deliver efficiently; ▪ Quality: to ensure each artifact produced, each configured technical component, and all personal interactions are of the highest quality; ▪ Delivery: to act as the final escalation point for technical decision-making within a client project.
Secondary Client-Facing Responsibilities	Secondary Internal Responsibilities
<ul style="list-style-type: none"> ▪ Sales: to generate additional opportunities within your account; [SEP] ▪ Delivery: to fill technical or process roles should the need arise; [SEP] ▪ Networking: to expand Service Catalyst network outside of your projects. [SEP] 	<ul style="list-style-type: none"> ▪ Methodology: to contribute tactical and impactful tools, techniques, and methods to continuously improve Service Catalyst’s sales, delivery, and financial capabilities; ▪ Public space: to represent Service Catalyst in peer organizations, media, publication, speaking, and other channels.

Experience Preferred

- (C) **General Consulting:** three years preferred [SEP]
- (C) **Service Management:** two plus years of practitioner experience preferred and three to five years consulting experience preferred [SEP]
- (C) **Platform Architecture:** two plus years of platform architecture experience with a demonstrable portfolio of multiple platform successes within ServiceNow [SEP]
- (C) **People Management:** prior experience preferred [SEP]

Job Details

- (C) **Reports to:** Manager, Technical Consulting
- (C) **Direct Reports:** none



- (☞) **Indirect Reports (Mentoring):** Sr. Technical Consultant, Consultant, Technical Consultant, Tester ^[1]_[SEP]
- (☞) **Specific Deliverables:** Platform architecture documentation, integration documentation, requirement configuration detail documentation by the team, work-effort estimation, hands-on advanced development, as needed ^[1]_[SEP]
- (☞) **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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