



<https://lumecg.com/job-listings/project-manager-service-now/>

## Project Manager Service Now

### Description

Lume Consulting Group a Sacramento based IT consulting company is looking for a qualified individual to fill the role of a **Project Manager Service Now**

### Responsibilities

- a. Configures the ServiceNow cloud service to include customization and apply client branding to the application.
- b. Designs and documents new or enhanced business process workflows and configurations.
- c. Adhere to style standards on fonts, colors and images.
- d. Identify and troubleshoot UX problems (e.g. responsiveness).
- e. Develops and implements new or modified ServiceNow workflow configurations according to business requirements.
- f. Conducts integration testing on new or updated business process workflows.
- g. Supports system and user acceptance testing and provides defect resolution.
- h. Develops release management documentation for each production change.
- i. Provides turnover of all documentation.
- j. Creates a KPI dashboard and reports in the business environments per customer business requirements.
- k. Creates status and metrics reports per business requirements.
- l. Updates Maintenance and Operations documentation based on any architectural support changes.
- m. Identifies development issues, risks, and mitigation.
- n. Troubleshoots and mitigates reported defects.
- o. Provides recommendations for next steps.
- p. Escalates risks and issues to the business analyst/project coordinator.
- q. Assists ServiceNow system administrators and developers with incident resolution, as needed.
- r. Provides level of effort estimates for new application development projects.
- t. Provides data conversion, if needed.

### Qualifications

#### Minimum Requirements:

1. Minimum five (5) years FTE experience of broad, extensive and increasingly responsible Project Manager project experience applying project management principles, methods, techniques and tools.
2. Minimum three (3) FTE years of the above experience must have been in a lead capacity.

### Hiring organization

Lume Consulting Group

### Beginning of employment

Sep 2023

### Duration of employment

6 Months Possibility to Extend

### Industry

Government Consulting

### Job Location

Remote work possible

### Working Hours

60 Hours/Month

### Date posted

3. Bachelor's Degree and a valid Project Management Professional **(PMP)** certification from the Project Management Institute (PMI)

**Desired Qualifications:**

1. Experience performing as Project Manager on an IT software development project that exceed the five (5) year minimum qualification FTE experience.
2. Experience performing project management for a State IT project.