



<https://lumecg.com/job-listings/servicenow-business-solution-analyst/>

## ServiceNow Business Solutions Analyst

### Description

**Lume Consulting Group**, a Sacramento-based IT consulting company, is seeking a skilled **ServiceNow Business Solutions Analyst** for a project with one of our California State clients.

### Qualifications

#### Mandatory Qualifications:

- Minimum of five (5) years of experience aligning IT systems with organizational business processes.
- At least three (3) years of experience in a lead capacity performing business systems analysis and design.
- Possession of a bachelor's degree in an IT-related or Engineering field.

#### Desired Qualifications:

- A minimum of four (4) years of experience with ITIL (Information Technology Infrastructure Library) processes and concepts.
- A minimum of four (4) years of expert-level experience in ServiceNow integration with third-party systems such as LDAP, Active Directory, SAP, Salesforce using REST, SOAP, or MID Server.
- A minimum of four (4) years of experience with communication skills to effectively collaborate with cross-functional teams, gather requirements, and provide technical guidance and support.
- A minimum of four (4) years of experience in infrastructure technology implementations.
- A minimum of four (4) years of Microsoft Active Directory Administration experience.
- A minimum of four (4) years of experience administering ServiceNow Platform for Government, State, Federal, or global entities with staffing above 10,000 employees.

#### Key Responsibilities:

- Conduct needs analyses to identify opportunities for new or improved business processes within the ServiceNow Platform.
- Perform business process reengineering and feasibility studies related to ServiceNow implementations.
- Act as a liaison between internal and external stakeholders to identify and refine functional requirements for ServiceNow modules.
- Translate functional requirements into technical specifications for the ServiceNow Platform.
- Develop overall functional and systems requirements and specifications for ServiceNow projects.
- Prepare business cases for the application of ServiceNow solutions.
- Define system scope and objectives specific to ServiceNow implementations.

### Hiring organization

Lume Consulting Group

### Employment Type

Part-time, Contractor

### Beginning of employment

June 2024

### Duration of employment

2 year

### Industry

Government Consulting

### Job Location

Sacramento

Remote work possible

### Date posted

20.06.2024

- Develop cost estimates for new or modified ServiceNow modules and configurations.
- Ensure integration of all system components, including policies, procedures, training material, databases, software, and hardware, within the ServiceNow environment.
- Conduct performance and reliability testing of new ServiceNow solutions.
- Plan and participate in ServiceNow system implementations and provide post-implementation support.
- Ensure the rigorous application of information security and information assurance policies, principles, and practices to the ServiceNow Platform.