ServiceNow Developer Onsite

Description

Lume Consulting Group is seeking three (3) experienced ServiceNow Software Engineers to support ongoing and new development initiatives on the ServiceNow platform. Services include development, customization, workflow optimization, user interface/user experience (UI/UX) design, automated testing, documentation, knowledge transfer, and training. The goal is to enhance the functionality, efficiency, and user experience of ServiceNow applications used by our client divisions.

Responsibilities

Services to be provided:

1. ***Development and Customization***

   1. Design, develop and configure custom ServiceNow applications including Service Management (ITSM), Customer Service Management (CSM), Public Sector Digital Services (PSDS) and other modules as required.
   2. Implement ServiceNow scripting (Business Rules, Client Scripts, Script includes, UI)
   3. Create and optimize workflows, approval processes, and automation solutions using Workflow, Flow, and Playbooks.
   4. Create and update taxonomy, widgets, and content in both ESC Pro and GSP Pro portals.
   5. Implement and enhance Service Catalog items.
   6. Develop automated notifications, escalations, and reports for improved operational efficiency.
   7. Develop Automated Test Framework testing scripts for changes.
   8. Conduct unit and integration testing on new or updated business process workflows.
   9. Support system and user acceptance testing and provide defect resolution.
   10. Develop release management documentation for each production change.
   11. Create dashboards and reports per business requirements.
   12. Troubleshoot and mitigate reported defects.
   13. Provide level of effort estimates for new application development projects.
   14. Provide data conversion, if needed.
   15. Other work as assigned in the ServiceNow platform.

1. *Training*
   1. Develop training materials in an approved format for each implemented workflow including end-user documentation, presentation materials, scenarios and exercises, self-guided tutorials, and help tools.
   2. Create Knowledge Base articles.

1. *Knowledge Transfer*
   1. Document configuration and implementation procedures and provide the documentation to the application administrators and developers.

Hiring organization
Lume Consulting Group

Employment Type
Full-time, Contractor

Beginning of employment
June 10, 2025

Duration of employment
12-36 months

Industry
Government Consulting

Job Location
Sacramento, CA

Working Hours
Full Time

Date posted

2. Provide knowledge transfer sessions with the key client staff on the configuration and implementation of ServiceNow applications to ensure application administrators and developers can support the system.
3. Provide mentoring and guidance to ServiceNow system administrators and developers.

Qualifications

Mandatory Qualifications :

- Minimum of five **(5) years of experience** in electronic data processing systems study, design, and programming.
- Minimum three **(3) FTE years of the above experience must have been in a lead capacity.**
- **Bachelor's Degree** in an IT-related or Engineering field.

Desired Qualifications:

- experience developing workflows, dashboards, and reports in ServiceNow.
- experience in all aspects of current ServiceNow visual design standards and trends.
- experience in ServiceNow Automated Test Framework.
- **ServiceNow Certified System Administrator certification**