

Lume Consulting Group

<https://lumecg.com/job-listings/servicenow-developer-lead-workspace-delivery-wsd/>

ServiceNow Developer Lead Workspace Delivery (WSD) Remote

Hiring organization

Lume Consulting Group

Employment Type

Full-time, Contractor

Date posted

Description

Lume Consulting Group, a Sacramento-based IT consulting company, is seeking an experienced **ServiceNow Developer** to enhance and integrate our **Workplace Service Delivery (WSD)** module. The developer will be responsible for implementing new functionality, including reserving, checking in, and checking out dedicated spaces, ensuring proper access controls, and integrating WSD room reservations with Outlook and Teams. This role requires a deep understanding of ServiceNow platform development, integration with third-party systems, and security best practices.

Responsibilities

Key Responsibilities:

1. Develop New Functionality:

- Implement functionality for reserving, checking in, and checking out dedicated spaces allocated to users.
- Ensure access controls prevent unallocated users from reserving dedicated spaces.
- Customize forms, workflows, and business rules as needed.

2. Outlook and Teams Integration:

- Synchronize WSD room reservations in ServiceNow with Outlook calendars.
- Enable Teams online meeting creation from ServiceNow reservations (if licensing allows).
- Configure and troubleshoot IntegrationHub spokes for Microsoft Office 365.

3. Testing and Deployment:

- Perform rigorous testing of developed features and integrations.
- Collaborate with stakeholders to validate functionality and address issues.
- Deploy tested features and integrations to production, ensuring minimal disruption.

4. Documentation and Support:

- Document development work, configurations, and integrations.
- Provide support during implementation and initial go-live phases.

Qualifications

Required Qualifications:

1. Experience and Skills:

- **5+ years** of experience as a ServiceNow Developer.
- Strong expertise in the **Workplace Service Delivery (WSD)** module.
- Hands-on experience with **ServiceNow IntegrationHub** and **Flow Designer**.
- Proficiency in **ServiceNow development tools**, including:
 - Business Rules, Script Includes, UI Policies, ACLs, and Client Scripts.

- ServiceNow tables, data model, and REST API integrations.
 - Experience integrating ServiceNow with **Microsoft Office 365**, including Outlook and Teams.
 - Strong understanding of **Access Control Lists (ACLs)** to restrict access based on roles or conditions.
 - Knowledge of ITSM processes and ITIL framework.
2. **Certifications** (Preferred but not mandatory):
- **ServiceNow Certified Application Developer (CAD)** – Highly recommended.
 - **ServiceNow Certified Implementation Specialist – Workplace Service Delivery (WSD)**.
 - **ServiceNow Certified System Administrator (CSA)**.
 - **Microsoft Certified: Power Platform App Maker Associate** (or similar for Office 365 integrations).