ServiceNow Technical Writer

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

Qualifications
MANDATORY QUALIFICATION

a. Minimum (4) years' experience with Developing and administering ServiceNow Knowledge Management.

b. Minimum (4) years experience in creating user manuals, API documentation, process flows, and other ServiceNow technical documentation, *Online help, Manuals(system, end-user, training, and instruction), white papers, design specifications, project plans, test plans, business correspondence, how-to-guides, etc.*

c.M*ust have a minimum of two (2) years of experience performing IT technical writing. Experience can include being in a position as a specialist or research assistant in a technical field.*

d. This position requires the possession of a **bachelor's degree**

DESIRABLE QUALIFICATION

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

Key Responsibilities:

Hiring organization
Lume Consulting Group

Employment Type
Part-time

Beginning of employment
June 2024

Duration of employment
2 year

Industry
Government Consulting

Job Location
Sacramento
Remote work possible

Date posted

20.06.2024

- Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience.
- Develop and maintain detailed user manuals, technical documentation, training materials, and online help systems for the ServiceNow Platform.
- Collaborate with internal teams to obtain an in-depth understanding of the product and documentation requirements.
- Analyze existing and potential content, focusing on reuse and single-sourcing opportunities.
- Create and maintain the information architecture.
- Write easy-to-understand user interface text, online help, and developer guides.
- Create tutorials to help end-users use a variety of ServiceNow applications.
- Review and update existing documentation to reflect changes and new features in the ServiceNow Platform.
- Ensure the rigorous application of information security and information assurance policies, principles, and practices to the documentation process.