



<https://lumecg.com/job-listings/servicenow-technical-writer/>

## 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. *Must 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 ServiceNow 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.