



<https://lumecg.com/job-listings/software-engineer-service-now/>

Service Now Developer

Description

Lume Consulting Group a Sacramento based IT consulting company is looking for a qualified individual to fill the role of a **Service Now Developer(BCP)**

Responsibilities

- a. Configures the ServiceNow cloud service to include customization and apply client branding to the application.
- b. Designs and documents new or enhanced business process workflows and configurations.
- c. Adhere to style standards on fonts, colors and images.
- d. Identify and troubleshoot UX problems (e.g. responsiveness).
- e. Develops and implements new or modified ServiceNow workflow configurations according to business requirements.
- f. Conducts integration testing on new or updated business process workflows.
- g. Supports system and user acceptance testing and provides defect resolution.
- h. Develops release management documentation for each production change.
- i. Provides turnover of all documentation.
- j. Creates a KPI dashboard and reports in the business environments per customer business requirements.
- k. Creates status and metrics reports per business requirements.
- l. Updates Maintenance and Operations documentation based on any architectural support changes.
- m. Identifies development issues, risks, and mitigation.

- n. Troubleshoots and mitigates reported defects.

- o. Provides recommendations for next steps.

- p. Escalates risks and issues to the business analyst/project coordinator.

- q. Assists ServiceNow system administrators and developers with incident resolution, as needed.

- r. Provides level of effort estimates for new application development projects.

- s. Provides peer reviews for code built by other ServiceNow developers.

- t. Provides data conversion, if needed.

Qualifications

Minimum Requirements:

- 1- Minimum five (5) years FTE experience in electronic data processing systems study, design, and programming.
- 2- Minimum three (3) FTE years of the above experience must have been in a lead

Hiring organization

Lume Consulting Group

Employment Type

Part-time, Contractor

Beginning of employment

Sep 2023

Duration of employment

6 Months Possibility to Extend

Industry

Government Consulting

Job Location

Remote work possible

Working Hours

160 Hours/Month

Date posted

capacity.

3-Bachelor's Degree in an IT-related or Engineering field.

Desired Qualifications:

- 1- Experience developing workflows, dashboards, and reports in ServiceNow.
2. ServiceNow development experience implementing custom workflow applications and installing/configuring new ServiceNow modules.
3. ServiceNow Customer Service Management Certification.(CSM)