

Job Description: ServiceNow Developer

Job Duration: FTE

Job Location: Olyphant, PA

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Position Overview

This position will require the applicant to design, configuration and development within the ServiceNow platform. Ability to understand complex scripting and software integrations. Must be able to comprehend use cases, business requirements and functional requirements. Experience architecting and creating functional design documents. Must be able to effectively communicate with customers and team members.

Familiarity with most applications and related modules within ServiceNow, including:

- Service Catalog
- Incident
- Problem
- Change
- Configuration Management
- SLAs/Reporting
- ServiceWatch
- Integration

Required Experience

- B.S. in Computer Science or similar field or 2+ years of programming experience
- Firm understanding of web based technologies and scripting languages (e.g., JavaScript, JQuery, HTML, CSS, XML)
- Extensive project experience and participation
- Understanding of both scrum/agile and waterfall software development lifecycle models
- Advanced proficiency with Microsoft Office Suite (e.g., Excel, PowerPoint, Project, etc.)
- Experience with relational databases (SQL, MySQL and Oracle)
- Demonstrates ability to work independently as well as in a team environment

Preferred Experience

- Experience configuring ServiceNow as a Programmer/Analyst/Administrator
- Understanding of ITILv3 foundational concepts, processes and workflows
- Experience using LDAP/Open LDAP/Active Directory
- Experience configuring email (SMTP and POP3)
- Experience with web services (SOAP and REST)
- ServiceNow certifications (System Administrator; Implementation preferred)

About Pathways

Pathways Consulting Group is a leading ServiceNow Silver Services Partner with a core competency in Enterprise Service Management. We help organizations build the fundamentals to run more- efficiently and align with their overall corporate strategy. We also provide organizations with the knowledge needed to enable them to make sound business decisions around people, process, governance and technologies, and to operate as a service provider for their customers.

“Utilizing the ServiceNow platform, Pathways Consulting Group provides full end-to-end services around Enterprise Service Management (ESM). A solid ESM platform is key to ensure a successful implementation. Therefore, we also help organizations build and improve their ESM workflows and processes. This includes analysis of existing processes and workflows and evaluating all possible improvements, ensuring today’s changes help build toward the vision of your future ESM practice.”

We believe an organization's employees are their biggest asset. Our employees' professional growth means growth for the company as a whole. This belief is reflected in our employee training initiative, focusing on knowledge transfer, team building and one-on-one mentoring.

Pathways offers full benefits for employees including, but not limited to, paid and sick time off, vacation time, medical, dental, and vision insurance, 401K plan, FSA, and Life Insurance.

Keywords

Application Programmer, Application Developer, JavaScript Programmer, JavaScript Developer, ServiceNow Developer, ServiceNow Administrator, HPSM Developer, HPSM Administrator, Salesforce Developer, Salesforce Administrator