

**Job Description:** Development Consultant

**Job Duration:** FTE

**Job Location:** Remote

**Contact Name:** Kristen Pierce

**Contact Email:** [kpierce@pathwayscg.com](mailto:kpierce@pathwayscg.com)

## Position Overview

As a Development Consultant, you will participate in all stages of the software development lifecycle. In this role you will develop and/or configure new and existing features of the ServiceNow platform. You'll learn and leverage new technologies, tools, methods and processes in your development efforts. You will work independently and/or part of a client facing project team. You must be able to effectively communicate to technical and nontechnical audiences.

This position will require the applicant to work with technical consultants to understand business and functional requirements which will exceed client expectations. In the Development Consultant role, your duties will be to translate functional requirements into ServiceNow solutions based on best practices including configuration and scripting. Development Consultants work with limited guidance on moderately complex work assignments and problem resolution.

## What you get to do in this role

- B.S. in Computer Science or similar field and 2+ years of programming experience
- Firm understanding of web-based technologies and scripting languages (e.g., JavaScript, Angular, HTML, CSS, XML)
- Experience in several of the following areas:
  - Integration experience through web services (SOAP and REST) and/or other technologies
  - Relational database experience (SQL, MySQL and Oracle)
  - Familiarity with ITIL concepts, processes, and workflows
  - Experience with User Administration and User provisioning
  - Understanding of Access Control List concepts
- Software development lifecycle experience leveraging agile and/or waterfall methodologies
- Ability to think clearly and problem solve strategically under various circumstances
- Team based project experience and participation
- Excellent communication and customer service skills
- Task driven and goal oriented
- Ability to work and set priority independently
- Advanced proficiency with Microsoft Office Suite (e.g., Excel, PowerPoint, Project, etc.)
- Entrepreneurial work ethic and mindset

## In order to be successful in this role, we need someone who has

- Familiarity with the ServiceNow platform
- Experience as an IT Consultant
- Certified ServiceNow Administrator

## About Pathways

Pathways Consulting Group is an Elite ServiceNow Partner with a core competency in Enterprise Service Management (ESM). 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 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 our clients' future ESM practice.

Our slogan: We listen. We care. We execute.

### **Our core values**

---

In 2020, Pathways was named the #2 *Best Small Firm to Work For* by *Consulting Magazine*. In 2019, we ranked #14. This honor is due to the incredible culture that we have instilled across our organization. Pathways recognizes how critical it is to have a culturally solid organization to grow and scale; therefore, we have two core values: Be Collaborative and Be Exceptional.

Our entire company is held accountable to these values. Additionally, we make considerable investments in training initiatives, knowledge transfer, team building and one-on-one mentoring.

### **Our benefits**

---

Pathways offers full benefits for employees including, but not limited to, paid and sick time off, vacation time, medical, dental, and vision insurance, 401(k) plan with employer contribution, FSA and life insurance.