

**Job Description:** Manager of Solutions Consulting

**Contact Name:** Kristen Pierce

**Job Duration:** FTE

**Contact Phone:**

**Job Location:** Remote

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

## Position Overview

Pathways is currently seeking a ServiceNow Solution Consultant Manager to provide technical pre-sales support to the sales and solution consulting team, and to provide customers and prospects with product and solution advice during pre-sales discussions. The ServiceNow Solution Consultant Manager will participate and lead the Solution Consultant team in the acquisition and retention of customers by utilizing world-class technical pre-sales solution consulting techniques to communicate the power, flexibility, and ease-of-use of the ServiceNow SaaS solution.

## What you get to do in this role

- Assist sales in the qualification of customer needs through discovery
- Create estimates and statements of work
- Participate across the sales lifecycle on acquiring strategic customers
- Build and implement team's training objectives and goals
- Strategically align team with both the Sales and Delivery organizations
- Define/modify estimate and SOW creation process' as needed
- Refine/maintain estimate review process
- Develop post project review/account review process to ensure team is aware of upsell opportunities within customer environments
- Establish relationships with ServiceNow Solution Consultants and Product Specialists
- Provide mentoring and training to peers, colleagues and partners
- Demonstrate the product, both standard and tailored to prospects and existing customers, both onsite and via Webex, Zoom, MS Teams
- Generate product demo scripts and scenarios and maintaining demonstration environment(s)
- Scope and deliver Proof of Concept/Proof of Value engagements with prospects
- Respond to Request for Information/Proposal documents
- Stay current on product developments/releases to a level required for demo and POC/POV
- Stay current on ServiceNow Pre-sales Accreditations
- Support Marketing events – user conferences, trade shows, webinars etc
- Stay current on competitive analyses and understanding differentiators between the company and its competitors
- Be responsible for understanding business and technical problems addressed by the products including key regulations, business drivers, evolving business needs, security etc
- In conjunction with Sales and Professional Services, conduct transition briefing - communicate commitments, expectations etc. in preparation for deployment
- Act as the ServiceNow subject matter expert at Executive briefings / marketing events

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

- 5+ years experience as a ServiceNow System Administrator and Developer
- 5+ years experience with IT Service Management tools
- 5+ years experience with JAVA Script
- 2+ years strong pre-sales experience, particularly with ITSM experience preferred (Tool and business process)
- Trusted advisor to account representative and customers
- Demonstrated technical expertise in web technology and the ability to learn new technology
- Exceptional communication and presentation skills to include technical and business concepts
- Demonstrated experience in supporting sales campaigns to enterprise customers
- Background in ITIL, Service Management, Asset Management, IT Management, IT Operations

- Extensive demonstration experience covering technical and value needs
- Experienced in programming languages or developing platform applications
- Potential need to relocate

## About Pathways

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Pathways Consulting Group is a 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

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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

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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.

## Keywords

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ServiceNow Solution Consultant, JavaScript Developer, ServiceNow Developer, ITSM, IT Service Management, ServiceNow Solution Architect, Solution Architect, Solution Consultant