

Job Description: Senior Development Consultant	Contact Name: Kristen Pierce
Job Duration: FTE	Contact Phone:
Job Location: Remote	Contact Email: kpierce@pathwayscg.com

Position Overview

A Senior Development Consultant will participate in all stages of the software development lifecycle. In this role the senior Development Consultant will develop and/or configure new and existing features of the ServiceNow platform. He or she learn and leverage new technologies, tools, methods, and processes throughout the development efforts. The senior Development Consultant will work independently and/or part of a client facing project team. He or she must be able to effectively communicate to technical and nontechnical audiences.

This role will require to work with technical consultants to understand business and functional requirements which will exceed client expectations. The senior Development Consultant role will be able to translate functional requirements into ServiceNow solutions based on best practices including configuration and scripting. He or she will work with limited guidance on moderately complex work assignments and problem resolution.

The senior Development Consultant will continuously learn and share their knowledge with other team members. This will also require the senior Development Consultant to shadow and mentor junior Development Consultants. He or she will be expected to become a certified implementation specialist in IT service management and another functional area of ServiceNow within six months.

What you get to do in this role

- Proactively and independently master the latest ServiceNow releases and stay current on all future releases.
- Provide release support during deployments.
- Work with Principal Development Consultants to refine development and architecture skills.
- Shadow and mentor junior Development Consultants in day-to-day activities.
- Maintain ServiceNow Certified Implementation Specialist – ITSM.
- Maintain ServiceNow Administrator certification.
- Maintain Application Development Consultant certification.
- Work towards and obtain a ServiceNow Implementation Specialist certification in another functional area.
- Maintain working knowledge of PowerShell, JavaScript, Jelly, Angular, and other currently relevant ServiceNow technologies.
- Be able to implement Single Sign On, LDAP, and Active directory from a ServiceNow and identity access management perspective.
- Be able to integrate ServiceNow with external APIs through web services (SOAP and REST).
- Translate business requirements into technical requirements.
- Document technical requirements and provide solutions in the SDLC.
- Be point of escalation for any development issues on any effort he or she has designed/solutioned.
- Research industry trends and make recommendations to management and/or leadership regarding new technologies and service offerings.

Production Support

- Raise concerns or issues to either Client Care Consultant, Service Delivery Manager, or direct manager.
- Work with Client Care Consultant with estimating level of effort for requirements to obtain client approval.
- Upon client approval, solution functional requirement to fulfill acceptance criteria.

- Develop solutions within the expected time.

Client Engagement

- Raise concerns or issues to the assigned technical consultant; If technical consultant is not available, the concern or issue will be reported to the engagement manager or direct manager.
- Develop solutions of assigned stories or scrum tasks within the current sprint.
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- May be obligated to lead an effort due to resource constraints.
- Identify up sell opportunities for project teams and report finding to engagement manager and/or account executive.

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

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.