

Job Description: Senior Solution Architect

Job Duration: FTE

Job Location: Olyphant, PA

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What you get to do in this role:

As a Senior Solution Architect, you will participate in all stages of the software development lifecycle as a technical lead on a project. In this client facing role, you will be working with a business analyst to translate business requirements into functional requirements across multiple lines of business. You will design and/or develop solutions related to the ServiceNow platform, integrations between systems, and website development. He or she will provide interface mockups/wire frame diagrams as needed. You will ensure ServiceNow good practices are leveraged throughout your solutions.

You will work independently or as part of a team to ensure client expectations have been met or exceeded. You must be able to communicate effectively to technical and nontechnical audiences. The Senior Solution Architect will work with limited guidance on complex work assignments and problem resolution. You will also be expected to shadow and mentor the Solution Architect role. You are required to review solution estimates and provide guidance on alternative solutions.

He or she may also work with the sales team with researching solutions, providing documentation, and estimating level of effort throughout the sales cycle. This may also include joining the sales team in providing subject matter expertise in meetings with potential clients.

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

- B.S. in Computer Science or equivalent relevant experience
- 2 years of architecture experience on the ServiceNow platform or experience leading a large project effort
- Certified ServiceNow Administrator
- Certified in two ServiceNow suites including Certified Implementation Specialist: IT Service Management
- 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
- Relational database experience (SQL, MySQL and Oracle)
- Software development lifecycle experience leveraging agile and/or waterfall methodologies
- Integration experience through web services (SOAP and REST) and/or other technologies
- Experience with process diagram tools such as Visio, LucidChart or equivalent
- Demonstrate strong leadership skills
- Demonstrates a high level of emotional intelligence while working under strict deadlines and pressure from internal and/or external stakeholders
- Demonstrate strong overall technical expertise and business acumen
- Knowledge and experience with IT security and compliance requirements
- Demonstrate a strong focus on end user experience, scalability, and overall adoption
- Knowledge of basic principles of Project Management
- 1 year of experience writing business and technical requirements
- 1 year of experience of application architecture experience
- Able to read a workflow diagram and explain the roles and responsibilities associated with the documented process
- Able to be given a set of requirements and then prioritize solution steps in order to maintain quality

Preferred Experience and Qualifications

- Understanding of ITILv4 foundational concepts, processes and workflows
- Minimum 3 years of solutions architecture or technical design experience implementing large and complex technology solution
- Minimum 2 years of architecture experience on the ServiceNow platform
- Experience with integrating cloud and on-premise applications and technologies
- Experience with presenting complex solutions to non-technical leadership positions
- Experience creating and solutioning user stories

About Pathways

Pathways Consulting Group is an Elite ServiceNow 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. 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