

Vacancy Code ESMSTC4

Job title:	Senior Technical Consultant
Division/Department:	Innovise ESM - HP, SNC and ITSM
Location:	Slough/Customer Sites
Reporting to:	Practice Manager

Key Purpose

The primary role of the Senior Technical Consultant (STC) is to work directly with the customer to understand their need, propose solutions to business problems and lead the technical delivery of their Service-now.com solution.

Key Responsibilities

The candidate will be responsible for the following:

- Preparing and running functional design workshops including the creation of design specifications based on out of the box functionality and customer requirements (including interfaces).
- Challenge customer requirements in regards to “needs” versus “wants”. Requires thought leadership in transforming “solutionised” requirements to true business requirements (ie. “blue” button vs actual business issue).
- Provide creative solutions to resolve business problems via customer requirements based on Service-now.com (technology), process gaps (ITSM/ITIL) and cultural challenges (people).
- Hands-on technical delivery (including required documentation) of cost-effective Service-now.com solutions using a number of technical skills such as HTML, XML, JavaScript/AJAX, Integrations (web services, SOAP, email, MID, etc...).

Person Specification

To be successful in the role the candidate must have:

- Hands-on design, development and deployment experience with the Service-now.com platform for 12 - 18+ months (and similar ITSM toolsets for 3+ years).
- Experience in providing creative solutions to business problems and working with IT Service Management (ITIL) processes, metrics and key performance indicators.
- Must have solid understanding and experience in using a number of web technologies such as HTML, CSS, XML, JavaScript/AJAX and developing integrations with the Service-now.com platform using web services, SOAP, email, MID, plugins, etc.
- ITIL V2 or V3 Foundations Certification (or working with) is not mandatory, but key!
- Has proven leadership experience in managing small teams and projects.
- Ability to produce documentation on various levels including technical and customer facing.
- Has proven consulting skills and will be expected to work with the customer to understand their requirements, build relationships, manage expectations and advise based on best practise & experience.

- A high level of interpersonal as well as the ability to deal with multi-cultures.
- Excellent communication skills (both written and verbal).
- Proven team player and team builder.
- A resourceful and creative individual with excellent time management skills.
- Has a can-do and pro-active attitude and passionate about delivering IT Service Management solutions and not just technology.