ROLE PROFILE

Role Profile			
Job Title	Lead ServiceNow Developer		
Section	Infrastructure & Applications	**Department**	I&O
Reports to (Job Title)	IT Operations Manager		
Location	We operate a hybrid work environment with the office base at Derriford in Plymouth. We support remote working but there will be a requirement at least monthly to meet the team and customers in Devon.		

Job Purpose	As a Lead ServiceNow Developer you will have the responsibility for a small team which includes development and systems administration people. In addition to this there will be an expectation that this role will also support the team in development and support of the ServiceNow platform.
Key Competencies & Outputs	Leads a small ServiceNow team to achieve goals by providing positive challenge, direction, and coaching. Undertakes regular 1-2-1 and supports the team on operational activities, providing direction and guidance where needed. Owns the ITSM Product and roadmap for Delt working with ServiceNow, team and key stakeholders. Leads and drives continuous value from the platform aligned to Delt business objectives delivered through a roadmap and lifecycle process. Acts as the ServiceNow subject matter expert and point of contact for the business and key stakeholders. Leads and manages a governance framework to manage and prioritise business demand. Is responsible for turning business demand into user stories and developing and designing to ServiceNow best practices Implements actions based on business requirements utilising ServiceNow best practice design principles. Acts as the single point of contact for the business and key stakeholders in relation to ServiceNow. Leads and manages the governance within the business.

	Undertakes more complex day-to-day business analysis, administration, incident resolution, defect resolution and development activities within the platform aligned to ServiceNow best practices. Manages the backlog of change ensuring this is progressed. Provides software coding and customisation including, but not limited to screen tailoring, workflow administration, report setup, data imports, integration, scripting, third party software integrations, and customer application development. Designs and builds new solutions leveraging Delt's recent investment in CSM Professional. This includes helping to build a plan to transition Delt from ITSM to CSM Professional by June 2024.

Experience, Knowledge, Skills and Qualifications	Relevant experience in ServiceNow development (minimum of 2 years' experience of developing ServiceNow ITSM or ideally CSM). Willing to gain experience in CSM if required. In-depth experience of (workflow configuration, report development, integration components such as rest API and CMDB improvement). Extensive experience of scripting and advanced knowledge of JavaScript. Ideally, proven experience in ServiceNow technical implementation of CSM Standard or Professional. Although Delt are willing to train with the right candidate. Certified in appropriate ServiceNow certification (Admin, Scripting and ideally CSM, although willing to train). Effective communicator, good team player and can comfortably work under pressure and tight deadlines when required across a rapidly changing environment. Experience of quickly assimilating information to provide information to non-technical people. Good analytical and problem-solving skills. Ability to travel to locations in the Southwest of England if needed.

Corporate Standards	In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, customer confidentiality and appropriate information governance. All employees must act always in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures. All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures. Undertake all duties about the Delt equalities policy and relevant legislation.

	In a people first environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behavior for them and their team(s).