ROLE PROFILE

Role Profile	
Job Title	ServiceNow Developer

Section	Infrastructure & Operations	**Department**	IT Service Management Support
Reports to	IT ServiceNow Platform Team Leader		
Location	Derriford, Building 2 with hybrid working		

Job Purpose	As a ServiceNow Developer you will be part of a small team but dedicated team, which includes all aspects of development and system administration. ServiceNow Developers provide, through their subject matter expertise, knowledge and experience to maintain, upgrade and improve the application portfolios of Delt's partners and customers
Key Competencies and Output	Responsible for full application life cycle and incorporate analysis, design, development, integration, testing, implementation, incident support and upgrades to ServiceNow
	Works independently to solve technical issues or identify technical solutions, while providing excellent customer service
	Follows Delt procedures and proposals to ensure all work adheres to the appropriate end to end controls before being implemented in production
	Works directly with Delt's customers (at times at their location) to resolve application-based incidents and problem
	Through collaborative working, ensures the application technical design of solutions and changes is aligned to Delt's strategies and architectural principles. Enhance or develop application and interface solutions that are fit-for-purpose
	Ensures application changes and implementations are documented and communicated whilst having achievable delivery timescales by following governance processes and receiving timely endorsement by the necessary bodies
	Ensures technical risks are considered, accepted and mitigated where possible, throughout application upgrades and development
	Accurately produces the definition, development and documentation of solutions or problem solving
	When required, works and escalates with the lead and external suppliers and partners, ensuring that Delt benefits from their expertise and support
	Undertakes more complex day-to-day business analysis, administration, incident resolution, defect resolution and development activities within the platform aligned to ServiceNow best practices.
	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 in the future.

	The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed
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, client confidentiality and appropriate information governance.
	All employees must act at all times 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 with regard to 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 behaviour for them and their team(s).