Type of contract: Remote Consultant

Consultancy Title: ServiceNow Developer Consultant

Location: Remote

Start date: January 2022

Duration: 6 months with possibility of renewal depending on availability of funds and performance.

Deadline for Application: November 25, 2021

Remuneration: $2,500 - $3,500 per month (Compensation commensurate with experience and market rate for comparable work)

Description:
The Department of Information and Technology Services is responsible for managing all Systems and Technology infrastructure resources and personnel, including all matters related to the plans, policies, procedures, and standards governing the utilization of technology resources and management of information technology services of the General Secretariat of the OAS.

Candidate is responsible for the design, developed and Implementation of Service requests and business processes in ServiceNow. Candidate assures HRSD expertise with a solid understanding of the application, prompt to use experience to influence and mature deployments in both functional and technical requirements. Candidate is responsible on maintaining and supporting ServiceNow operational functions; monitoring health, usage, and overall compliance of the ServiceNow HRSD system. Candidate will be implementing multiple Human Resources related business processes into ServiceNow. Candidate will be documenting, communicating, and continually improving the policies and processes that describe the development, use, and administration of the ServiceNow platform and applications.
DUTIES AND RESPONSABILITIES

- Responsible for the design and develop of core ServiceNow applications from end to end, especially in the HR module.
- Responsible for code and configurations in ServiceNow including testing and debugging.
- Writes ServiceNow integration code with the organization financial system (Dynamics 365) and 3rd party applications / APIs.
- Understand backend configuration of ServiceNow.
- Under general supervision, develops or modify complex existing or new ServiceNow code / configuration from detailed specifications using Agile Methodologies such as SCRUM.
- Articulates, develops, and models the end user experience including the visual design of the application, to make user interaction simple, efficient, and consistent.
- Ensures that design for ServiceNow configurations or code follow OAS IT standards and procedures.
- Generates custom ServiceNow code based on given requirements.

REQUIREMENTS

Essential:

- **Education:**
  - BS level degree in Computer Science, Engineering, or related field.

- **Language requirements:**
  - Excellent oral, writing and communication skills in English and Spanish/Portuguese.

- **Professional experience:**
  - 2+ years of experience building / implementing / customizing ServiceNow HR Service Delivery platform (New York or later release)
  - 2+ years of experience in integrations of ServiceNow with third party applications.
  - 2+ years of experience with webservice integration, APIs, database level integration. Loading, manipulating, and maintaining data between ServiceNow and other systems as needed, ensuring maintenance of single source of truth.
  - 2+ years of experience with ServiceNow development including UI actions, scheduled jobs, business rules, data imports, access control lists, client scripts, complex Log Files, data tables and data fields.
  - 2+ years of experience creating dashboards, customized forms, and workflows in ServiceNow
  - ServiceNow Certified System Administrator (CSA) certification
2+ years of experience with Web development, including X-HTML, CSS3, SQL, XML, jQuery or Angular and one or more of the following back-end technologies: JavaScript, PHP, .NET, Java, or ColdFusion

Experience implementing systems using the Agile/Scrum methodology

2+ years of experience with Microsoft Azure’s Cloud Services.

In depth functional knowledge or hands on design experience with Web Services.

Collaborate with other team members, and stakeholders.

Completing project deliverables on project timelines.

Demonstrating solid organization and communication skills.

Problem solver, attention to details, fast learner, self-motivated.

Desirable:

- Experience with development or customization in Microsoft Dynamics 365
- Experience in development, and implementation of web-based applications, Server-Side and Client-Side.
- Strong knowledge of SQL, Database design, Object-Oriented Programming.
- ServiceNow Certified Application Developer desired
- Experience with ITIL framework.

SUBMISSION OF APPLICATIONS:

Interested candidates should send their CV and cover letter (no more than 250 words) with the subject “ServiceNow Developer” to DOITS-CV@oas.org