



GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES
Secretariat for Administration and Finance (SAF)
Department of Information and Technology Services (DOITS)

Type of contract: Consultant

Position Title: ServiceNow Developer

Start date: TBD

Location: Remote

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

Deadline for Application: April 27th, 2024.

Remuneration: \$3000 - \$4000 per month (commensurate with experience, education and location)

Description:

The Department of Information and Technology Services (DOITS) is responsible for managing all systems and technology infrastructure resources, 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.

Under the supervision of Senior Staff in the Department of Information and Technology Services (DOITS) the contractor will provide services that are being defined under the DOITS Applications & Platforms Development Section. The contractor will be part of a team and will have to deliver his/her products under current DOITS methodologies and procedures. The milestones, deadlines and priorities will be defined by the Director and by the Section Chief.

DUTIES AND RESPONSABILITIES

- Configure and customize ServiceNow modules such as Customer Service Management (CSM), IT Service Management (ITSM), HR Service Delivery (HRSD), Procurement (Source to Pay), and other modules; to meet specific business needs and processes, ensuring their functionality meets operational requirements, and assist in troubleshooting any issues that arise.
- Support the integration of ServiceNow with other in-house and out-of-the-box systems, including Microsoft Dynamics 365, databases, and other platforms, using APIs and integration objects to ensure seamless data exchange, system interoperability, and enhanced functionality and data consistency.
- Apply UI/UX design principles to craft and implement user-centric UI elements in ServiceNow, like navigation menus, search boxes, tabs, and widgets, ensuring seamless integration with overall system functionality and enhancing user interaction and experience.

- Establish and optimize ServiceNow instances for performance.
- Implement update release methodologies to maintain ServiceNow integrity while incorporating new features.
- Undertake additional relevant activities as required, ensuring alignment with DOITS goals and objectives.

REQUIREMENTS

Essential:

- **Education:**
 - BS level degree in Computer Science, Information Technology, or related field.
- **Language requirements:**
 - Excellent oral, writing and communication skills in English and Spanish.
- **Professional experience:**
 - Minimum of 2+ years of experience in developing, customizing, and implementing solutions in ServiceNow.
 - Proven track record in ServiceNow development including the creation of custom applications, modules, and workflows.
 - Demonstrable experience with JavaScript, HTML, CSS, and other ServiceNow development tools.
 - Proficient in integrating ServiceNow with other enterprise systems using REST and SOAP APIs.
 - Strong understanding of ServiceNow's architecture, database structure, and best practices for application development.
 - Experience with ServiceNow's IT Service Management (ITSM), IT Operations Management (ITOM), and IT Business Management (ITBM) modules.
 - Ability to design, document, test, and support the products delivered, ensuring high quality and adherence to best practices.
 - Knowledge of Agile and Scrum methodologies for efficient project management and collaboration.
 - Extensive experience in employing ServiceNow's Update Set and Scoped Application development features for safe and effective deployments.
 - A solid understanding of user-centered design principles, with the ability to apply these in the development of easy-to-use, responsive ServiceNow interfaces.
 - Experience in conducting software Quality Assurance (QA), with the capability to recommend improvements and identify defects to enhance the overall user experience.
 - Effective teamwork skills, including the ability to synthesize abstract ideas into actionable development tasks.
 - Analytical and problem-solving skills, with proficiency in developing and implementing systems of moderate to complex size.
 - Demonstrated organizational and communication skills, ensuring clear and effective interaction with team members and stakeholders.

Desirable:

- ITIL Foundation certification or higher, with the ability to apply ITIL best practices to ServiceNow development for improved service management efficiency.
- Experience with advanced ServiceNow features like Performance Analytics, AI, and Machine Learning capabilities, aiming to leverage these tools for predictive analytics and automation to improve service delivery and operational excellence.

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 no later than April 27th, 2024.

The GS/OAS embraces equality, diversity, and inclusion. Thus, the GS/OAS, in accordance with its rules and regulations, is committed to providing equal opportunities in employment, achieving a diverse staff, and will consider a wide geographic representation, as well as gender equity and equality, in the selection of candidates.