

# BUSINESS ANALYST for ServiceNow practice

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## Job Description

As a ServiceNow Consulting / Business Analyst, you will help develop & deliver solutioning services leveraging the ServiceNow Platform to our customers and strategic partners. Your broad responsibilities will include owning the functional aspects of the customer solution, ensuring success around specific implementation projects and developing business expertise within the in-house team around ServiceNow products and business domains.

## Responsibilities

- ❖ Engage in customer interactions from initial engagement to solution delivery covering requirements discovery & analysis, functional & user experience design, demos & retrospectives. Produce customer deliverable artifacts for the same
- ❖ Be the face of the customer to the internal technical team. Define & clarify requirements, test & validate the solution built by the team and ensure it meets & exceeds the customer expectations. Be the quality gate-keeper for customer releases
- ❖ Author customer-viewable case studies and white papers
- ❖ Help recruit new talent, mentor & train less experienced members of the team. Help attain staffing & resource utilization targets
- ❖ Engage with ServiceNow business point-of-contact to understand their roadmap, market opportunities & regulatory compliance driver.

## Qualifications

- ❖ Education: Bachelor's degree in Computer Science & Engineering, Information Technology or related field with MBA preferred
- ❖ Overall Work Experience: 4+ years
- ❖ ServiceNow Experience: 2+ years in ServiceNow Administration & Implementation would be an added plus
- ❖ ServiceNow Certifications: Presales Accreditations, ServiceNow Certified System Administrator, ServiceNow Certified Implementation Specialist certifications would be an added plus
- ❖ Industry Certifications: Certifications in the areas of ITIL, Security & Risk Management would be an added plus.

## Skills & Competencies

### Enterprise Expertise

- ❖ Expertise with discovery and gathering customer requirements
- ❖ Experienced in the System Development Life Cycle (SDLC) processes including client requirement analysis and system design
- ❖ Experience implementing systems using the Agile methodology
- ❖ Familiarity with tools for capturing requirements, defining customer acceptance criteria
- ❖ Experience with Business Requirement package (BRD) creation, use case diagrams, traceability matrix, business scenarios creation etc.

### ServiceNow Expertise

Hands-on experience with ServiceNow would be an added plus

- ❖ Experience with ServiceNow Products & Workflows: Customer Workflows, IT Workflows
- ❖ Experience implementing ServiceNow in one or more domains: Banking, Manufacturing, Health Care & Pharma, IT/ITES

### Technical Domain Expertise

Familiarity with one or more of below technologies

- ❖ Identity & Access Management: OAuth, OpenID-Connect, SAML, SSO
- ❖ Enterprise System Integrations: HR Systems, ERP Systems
- ❖ Enterprise Security: Application Security, Network Security, Security Standards & Governance
- ❖ UX Design & Prototyping Tools: Sketch, Figma etc.

### Persona & Soft Skills

- ❖ Business Processes Leadership: deep business domain expertise, collaborator & influencer
- ❖ Excellent in verbal and written communication skills including presentation skills
- ❖ Strong Emotional Quotient: Flexible & comfortable in ambiguity, remains poised under pressure, good negotiator
- ❖ Strong Interpersonal Skills: develops trusted relationship with customer & other stakeholders, actively mentor colleagues