

Job title	ServiceNow Platform Engineer	Date Jan 2025
Reports to (title)	Head of Business Systems	
Contract/Department	IT	Revision 1.0
Location	Hybrid- Surbiton/Eastleigh/WFH	

Job purpose

Describe the overall purpose of the job in two or three sentences.

The role of ServiceNow Platform Engineer will be responsible for managing and maintaining the ServiceNow platform to ensure it operates efficiently and effectively. This involves configuring the platform, implementing new functionalities, maintaining system stability, and ensuring data integrity. The engineer collaborates with various stakeholders to understand their requirements, provide technical solutions, and support ongoing projects and operations. The company's 3750 employees support vital missions for government and commercial customers. Candidate must be eligible to undergo security clearance (SC).

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Platform Management

- Manage and maintain the ServiceNow platform, including upgrades, patches, and new releases.
- Monitor system performance and ensure high availability and reliability.
- Provide support in managing ServiceNow incidents and service requests, resolving issues related to the platform and user requests.
- Perform Configuration Item (CI) uploads and manage relationships within the CMDB, ensuring data accuracy and integrity.
- Assist with user administration, including access controls, permissions, and role assignments, ensuring proper governance.
- Work closely with cross-functional teams, including IT business Partners and Senior Management, to implement new features and fix existing issues
- Work closely with Supply chain partners where needed to ensure the efficient, secure and resilient operation of the ServiceNow Platform

Configuration And Customization

- Configure ServiceNow modules such as Incident, Problem, Change, Asset, and Configuration Management.

- Customize ServiceNow applications and facilitate the rollout of new applications and modules.
- Create and promote update sets, ensuring proper version control and smooth release processes.

Security And Compliance

- Implement and enforce security policies and access controls.
- Ensure compliance with organizational policies and industry standards.

Workflow And Process Automation

- Build, Customise and Implement workflows, business rules, UI actions, and notifications.
- Automate routine tasks to improve efficiency and reduce manual intervention.
- Help document development and administrative processes, supporting knowledge sharing within the team.

Integration And Data Management

- Integrate ServiceNow with other enterprise systems using APIs, web services, and other integration tools.
- Ensure data integrity and consistency across the platform and perform regular data audits.

Continuous Improvement

- Stay updated with the latest ServiceNow features, best practices, and industry trends.
- Propose and implement improvements to the ServiceNow platform to enhance functionality and user experience.

Third Party Engagement

- To own the relationship with ServiceNow and other outsource support / development partners
- Ensure partners are performance managed in line with our KPI's / SLA's and project expectations.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Direct reports – None
- Financial responsibility – None

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Proven experience as a ServiceNow Platform Admin
- ServiceNow Administrator Certification (CSA)
- Additional certifications in ServiceNow modules (ITSM, CSM, ITOM, etc.) are preferred
- Strong understanding of ITIL/ITSM principles. – ITIL V4 Certification
- Proficient in JavaScript, HTML, CSS, and other relevant scripting languages.
- Experience with REST/SOAP APIs and integration tools.
- Excellent problem-solving and analytical skills.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Good customer facing skills and stakeholder management.
- Well organized, systematic and rigorous approach to planning work and priorities.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

N/A

Line Manager Signature	
Print Name	
Date	

Job Description

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	