



ServiceNow Programmer/Developer – Technology Solutions *subcontract consulting opportunities for clients of Coreio*

Company Overview

Coreio Inc. is a leading Toronto-based IT services provider that delivers IT Infrastructure and Operations solutions for enterprise-scale companies across North America. We build on our 35-plus year history as a strategic partner, and apply our experience as in-house IT experts, to help our clients solve complex business and technology issues, so they can focus on what they do best. Visit www.coreio.com for more information.

Scope of Position

We are looking for ServiceNow Programmers/Developers to join our growing ServiceNow practice to work on implementations for our Clients primarily in the Greater Toronto Area.

The Service Now Programmer/Developer will be a key player in developing, maintaining and enhancing applications on the ServiceNow ITSM platform for our clients, while working closely with existing Service Now administrators and monitoring teams.

Candidates must demonstrate expert knowledge of ServiceNow toolset and integrations with related systems and work on continuous improvement by sharing experiences and knowledge within the team.

Responsibilities

- Develop, maintain and enhance applications in ServiceNow.
- Create custom rules to promote events to alerts and then alerts to incidents based on business need.
- Support the team in ServiceNow operations like User/Group administration, reporting, Metrics, SLAs, etc.
- Leverage both proven and innovative technology approaches to solve challenging business problems.
- Provide technical assessments, written documentation and technical expertise.
- Work on continuous improvement by sharing experiences and knowledge within the team.
- Provide development effort estimates for planned work activities.
- Provide quality and consistent service to the customer.

Skills & Qualifications

REQUIRED:

- Minimum 2+ years direct experience as a ServiceNow Administrator.
- Experience configuring core ServiceNow modules Event Management, Service Mapping, etc.
- Knowledge of web based and scripting languages (JavaScript, HTML, CSS, AJAX, HTTP, XML, Perl, AngularJS, Web services (REST, SOAP, creating API's)).
- Strong analytical, estimating and problem-solving skills.
- 4+ years of Java scripting and software development experience.
- Deep knowledge of ServiceNow development best practices.
- Ability to create and modify workflows/custom related lists.
- Perform day to day administration of the ServiceNow in relation to Event Management.
- Experience developing clear and concise technical process documentation.
- Work with business users to identify and refine required information and remediation workflows.
- Ability to be flexible, adaptable and learn new concepts quickly.
- Ability to work effectively in a team environment with aggressive deadlines and multiple priorities.

NICE TO HAVE:

- 4+ years of demonstrated hands-on experience on ServiceNow platform.
- 10+ years of IT experience.
- Excellent communication, interpersonal and collaboration skills.
- Working knowledge of relational 3rd party databases, alerting and event management platforms.
- Demonstrated understanding of ITIL processes, operations and procedures.
- Implementing ServiceNow Event Management preferred.
- Advanced Scripting/ Reporting and other classes area highly recommended.
- Experience with using and obtaining data from ServiceNow.

Please note, we are building a full ServiceNow Implementation Team, including Business Analysts and Technical Consultants. If you know anyone that may be interested please direct them to our other postings!

How to Apply

Interested candidates should send their resume to advisoryservices@coreio.com.

Coreio is an equal opportunity employer and values diversity in its workforce. Coreio encourages applications from all qualified individuals and will accommodate applicants' disability-related needs, up to the point of undue hardship, throughout all stages of the

recruitment and selection process. If you require a disability-related accommodation in order to participate in the recruitment process, please contact the Human Resources team by email at advisoryservices@coreio.com.