

# Implementation Consultant

## The Company

TeamUltra is an IT Service Management (ITSM) company, whose main function is providing consultancy around the ServiceNow Software-as-a-Service (SaaS) platform. Due to the success of this product, and outstanding customer satisfaction, the company is growing rapidly.

TeamUltra is a customer on-site and home-based working company, which has a strong team culture that provides employees with support and development to progress within their chosen careers.

## Overview

The position of Implementation Consultant is required to meet the obligations as defined in the general and Specific Responsibilities sections of this document. This document is intended to provide general guidance as to the basic responsibilities of this position, however, does not define each specific responsibility which may be required. Additional responsibilities will be provided by the supervisor or manager.

## General Responsibilities

- Communicate openly and effectively with clients, colleagues and TU Management
- Present a professional image in conduct, attitude and attire
- Keep abreast of industry trends in the Service Management arena and developments in ServiceNow applications
- Share best practices and knowledge with colleagues
- Adopt and conform to company standards and policies
- Attend training and company meetings as necessary
- Delivery of work according to agreed timescales

## Specific Responsibilities

- Delivering high quality ServiceNow code and customisation
- Maintaining a high level of documentation for their coding/customisation
- Liaising with the Senior Implementation Consultant / Chief Architect on systems design
- Highlighting any issues or risks to the Senior Implementation Consultant, Lead Consultant or APM.
- Ensuring adherence to TeamUltra coding and design standards
- Reporting on technical issues that may delay the project
- Clarifying precisely what actions the program is intended to perform
- Devising possible solutions to predicted problems, evaluating other options;
- Combining all elements of the ServiceNow design and testing it
- Reacting to problems and correcting the program as necessary
- Installing the application and conducting final testing;

- Increasing application operating efficiency and adapting to new requirements, as necessary;
- Consulting wikis and websites to learn new ways to develop applications and maintain existing skills and knowledge;
- Adopting and conforming to company standards and policies
- Assisting with system testing and UAT

## Experience

The role requires a confident, autonomous individual, who is experienced in liaising with customers, and also possesses excellent written and verbal communication skills.

You will receive Full Training in ServiceNow but experience in the following is desirable:

- JavaScript
- HTML/XML/CSS
- Knowledge of ITIL®
- Relational database theory
- Software Development Lifecycle experience
- Excellent written and verbal communication
- Open and friendly personality

This position will report to the Director of Technical Delivery or the Director of Support and Operations.