



## **Job Title:** ServiceNow ITSM/ITBM Support/Implementation Engineer

### **Background:**

DXC is a leading ServiceNow Strategic Partner globally. We have over 600+ global skilled practitioners and successfully completed 4000+ implementations for over 1500+ clients. With DXC's focus on growing our Digital Services offering for clients, we are strengthening our ServiceNow Practice capabilities in Japan and looking to hire experienced ServiceNow Specialists. These professionals are expected to lead our client engagements in Japan and across Asia. They will be supported by our global consultants and have the support of the 150+ strong team of delivery professionals based in our delivery centers in India, Vietnam and Malaysia. In addition to providing career growth opportunity within ServiceNow Practice, professionals joining DXC can look forward to expanding their skills and domain by engaging with our global practices in the fields of Cloud Computing, Cyber Security, Cloud Applications, Artificial Intelligence and Advanced Analytics.

### **Key Responsibilities**

As a ServiceNow Specialist, you will work as a technical consultant responsible to develop, design and own technical solutions for DXC's customer owned ServiceNow instances. You will provide the client with ServiceNow development Best-Practices Advice and assist in their implementation

- Overall responsibility for the successful planning, execution, monitoring, control, and closure of all technical tasks related to configuration and implementation of all aspects of the ServiceNow platform.
- Software coding and customization such as: screen tailoring, workflow administration, report setup, data imports, integration, scripting, third party software integrations, and custom application development.
- Understand and analyze business requirements to implement solutions in ServiceNow
- Knowledge of major cloud services (especially for IaaS and PaaS stack)

### **Key Requirements**

- Overall 3+ industry experience in Service Management with a minimum 1+ years of experience on ServiceNow Platform, as a developer or pre-sales consultant or Architect or Implementation
- Understanding of ServiceNow offerings for ITSM, ITOM, IT Business Management, other modules like SecOps, HRSM, CSM will be of added advantage
- Candidate should have experience in implementation of ServiceNow projects with large enterprises involving scripting and integrations using web services (REST API, SOAP)
- Certification/Accreditation on key ServiceNow modules (Sys Admin, ITSM, ITOM etc.) and preferably a certified trainer on ServiceNow modules
- Language: Japanese fluent, English business level in oral and writing is a must.
- Strong understanding of ITSM & ITIL framework and experience on legacy platforms like HPSM, BMC Remedy will be added advantage
- Degree holder in Software Engineering or Computer Engineering
- Understanding of the application development lifecycle process, including requirement gathering and analysis, design, coding, testing, quality assurance, implementation, issue tracking, version control, deployment and project management



- Superb organizational skills and keen attention to detail (accuracy). Autonomous, Multi-tasking and Flexible. Can communicate clearly and concisely with diverse audiences, in both oral and written contexts
- Knowledge of Web 2.0 Technologies (Angular, Java Scripting, XML, HTML, AJAX,), SaaS applications and SOAP Web Service integrations
- Software coding and customization such as: screen tailoring, workflow administration, report setup, data imports, integration, scripting, third party software integrations, and custom application development
- ITIL certification

**Preferred Qualifications / Experiences:**

- ServiceNow Fundamentals/Implementation/Application Developer certifications
- ITIL certification