JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>ServiceNow Developer</th>
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<tr>
<td>Department:</td>
<td>IT</td>
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<td>Primary job location:</td>
<td>LONDON8, Stockley Park</td>
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<tr>
<td>Reporting to:</td>
<td>IT Director/Application Services Team Lead</td>
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<tr>
<td>Direct reports:</td>
<td>None</td>
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<tr>
<td>Date reviewed:</td>
<td>28/09/23</td>
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<tr>
<td>Author:</td>
<td>Paul Jennings</td>
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About VIRTUS

VIRTUS Data Centres is the UK’s fastest growing data centre provider which owns, designs, builds and operates the country’s most efficient and flexible data centres.

In May 2023 we announced our plans to expand into continental Europe, with our first Data Centre due to open in Berlin in 2026, to be quickly followed by two full campuses and expansion into other countries in the pipeline.

Our purpose is to serve humanity by being an active, positive participant in the 4th industrial revolution. When we talk about our purpose, we refer to our customers’ customers; the child playing a computer game, the person watching their favourite movie, booking a medical appointment, a plane ticket, a hotel or doing their online banking; those things can’t be done if we don’t do our job.

Our mission is to consistently exceed the expectations of customers through innovative, high-quality solutions and services. We employ intelligent thinkers – people with positive attitudes, who add to the quality of our customer proposition and business.

We value individual endeavour and initiative and encourage teamwork and togetherness because collective experience and expertise is VIRTUS’ greatest strength.

Job Summary

This is an exciting time to join IT, we are recruiting for a ServiceNow Developer to join our Application Services team. The primary objective of this role is to deploy, maintain and improve the ServiceNow Service Management platform used by VIRTUS to support its external customers and internal staff. The role requires you to work closely with team members, stakeholders and end users to provide application support, system development, delivery, testing and documentation services. The applicant will need to have hands-on experience of designing and developing solutions, writing and maintaining code and taking this through the test and deployment process.
Duties and Responsibilities

The role includes but is not limited to the following:

- Configuration of ServiceNow using an Agile development methodology
- Develop and maintain workflows and scripts across existing ServiceNow applications, with a view to automate and improve business processes as much as possible
- Support business processes such as Incident, Change, Problem, Knowledge management etc.
- Continuously improving the platform offering and collaborating with other areas of the Applications team to ensure ServiceNow is being used to its full potential
- Liaise with business stakeholders to understand and document requirements, agree acceptance criteria, and work with the team to ensure the backlog is well managed and the right solutions are delivered
- Managing system upgrades and user acceptance testing
- Maintain a thorough testing protocol for any system changes

What success looks like in 12 months’ time:

There are 5 key metrics that measure success:

- Demands for ServiceNow developments have been delivered as per scope with stakeholder sign-off
- Automation capability for business processes has been assessed and measured
- User Acceptance Criteria is defined and measured
- Attention to detail for System Upgrades is clear and concise, with defined results achieved
- Less reliance on third party development activity is evidenced

Person Specification

- Experience working as a ServiceNow Developer, carrying out system maintenance and new implementations
- Experience using Business Rules, Client Scripts, Workflows, Form Design and UI Actions
- Experience of the CSM module
- Experience with ServiceNow ITSM, Service Portal, Service Catalogue, CMDB, Performance Analytics and Reporting
- Demonstrated knowledge of scripting in one or more of the following: JavaScript, Web Services, HTML, Angular etc.
- Excellent understanding of ServiceNow platform administration
- Proficient with Microsoft Office Professional.
- Clear and concise communication with superior written and verbal communication skills.
- Ability to interact with all levels of internal and external business partners.
- Manage and prioritize work effectively with minimal supervision.

Any other reasonable requests made by your line manager.
In line with VIRTUS’ Vetting Policy, the successful applicant must be willing to undergo a BS7858 screening process.

**Additional Information**
This is a hybrid role, with weekly travel into central London required and some occasional travel to data centres based west of London.

In line with the VIRTUS’ Safeguarding Policy, the successful applicant must be willing to undergo a BS7858 screening process.

**Remuneration package and benefits:**

- Private healthcare
- Pension contribution scheme
- Eye and dental care benefit
- Discretionary bonus
- Income Protection
- Life Assurance
- Cycle to work scheme
- Annual travel card loan
- Tech Scheme
- Electric car scheme
- Workplace extras - Byond card and Extras discount

VIRTUS is an equal opportunity employer. As part of our commitment to fight for equality, we work to ensure a fair and consistent interview process. We celebrate diversity and we are committed to an inclusive work environment.

If you are interested in this role, please email your CV to careers@virtusdcs.com

We reserve the right to close this post for applications should sufficient applications be received.