

# JOB ADVERT

## VIRTUS Data Centres

Job Title:	<b>Senior ServiceNow Developer</b>
Department:	IT
Reporting to:	Application Services Manager
Direct reports:	None
Job type:	Permanent, full-time role

## 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. 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 the quality of customer proposition and business. We value individual endeavour and initiative, encourage teamwork and togetherness because collective experience and expertise is VIRTUS' greatest strength.

## Job Summary

The Senior ServiceNow Developer is responsible for working to develop, design and own technical solutions on the ServiceNow platform. He/She will provide administration, application development, maintenance, and technical support by using good practice web programming techniques to configure robust solutions utilizing the ServiceNow platform.

## Role Responsibilities

The role includes but is not limited to the following: -

- Support the integration activities for the requirements in scope for the continual service improvement programme.
- Successfully plan, execute, monitor, control, and close all technical tasks related to configuration and implementation of all aspects of the ServiceNow platform.
- Support the Service Management Centre ServiceNow support personnel with configuration requirements.
- Own the delivery of updates via our Change Management process
- Provide software coding and customization including, but not limited to: screen tailoring, workflow administration, report setup, data imports, integration, scripting, third party software integrations, and custom application development

- Update and maintain a comprehensive testing protocol for ServiceNow instance upgrades with the purpose of certifying all applications for use after the upgrade completes.
- Coordinate and solve complex technical data and transformation issues.
- Obtain and analyse/interpret business requirements to purpose sustainable solutions in ServiceNow.
- Answer “how to” technical and application configuration questions.
- Develop, maintain, and execute reports to ensure system operation meets performance targets.
- Create and maintain system design and operations documentation.

Any other reasonable requests made by your line manager.

## The Requirements

- Demonstrable experience as a Senior ServiceNow Developer.
- Experience of effectively manage multiple projects concurrently while maintaining a high level of attention to detail on each project.
- Solid experience as a ServiceNow Administrator.
- Adaptable to change and able to work independently and as part of a team.
- Strong problem analysis skills to include the use of mathematical concepts to validate results.
- Strong analytical skills with the ability to collect, organize, disseminate, and present significant amounts of information with an attention to detail and accuracy.
- 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.

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

## Remuneration package and benefits:

- Competitive rate of pay.
- Private healthcare.
- Critical illness and life assurance.
- Pension contribution scheme.
- Discretionary bonus.

Please let us know via email if you require any reasonable adjustments for any part of the recruitment process.

If you are interested in this role, please email your CV to [Careers@virtusdcs.com](mailto:Careers@virtusdcs.com).

Applications close on 31<sup>st</sup> August 2021.

We reserve the right to close this post for applications earlier than the advertised closing date should sufficient applications be received.