

**BPP Job Description**

**Job Title ServiceNow Engineer**

**Department Technology**

**Location Home and office based**

**Travel requirements** There will be a requirement for occasional travel to other BPP sites

**Contract type Full time and permanent**

**Hours of work** Monday-Friday, 37.5 hours per week

**Reporting to**  Head of Group Software Development

**Collaborating with** Head of Group Software Architecture, M365 Collaboration Team

**Job Purpose**

Our **ServiceNow Engineer** is required to develop, configure and customise the BPP Group ServiceNow platform and services. Implementing new features and enhancements such as Incidents, Problems, Cases, Changes, Service Catalogue and continually evolve the CMDB for the Group.

**Key Responsibilities/Accountabilities**

* Design, develop and configure the BPP Group ServiceNow platform to meet the needs of the expanding Group, ensuring quality, scalability and maintainability are at the core of every deliverable
* Engineer flows, scripts, UI policies, and business rules to optimise automation and user experience
* Work closely with key business stakeholders and Group IT Technology leaders to gather and refine technical requirements
* Support all ServiceNow module enhancements, including ITSM, CSM and the customer/service portals
* Integrate technical elements for new subsidiaries of the Group, such as SSO, Assets and any specific regional business rules for the subsidiary
* Support the development, configuration, and maintenance of ITAM (Hardware & Software Asset Management) modules, ensuring accurate tracking and governance of assets
* Build and maintain REST/SOAP API integrations between ServiceNow and other enterprise systems such as (but not limited to) HR, Legal and Procurement systems
* Participate in code reviews, ensuring high-quality, secure, and efficient code
* Assist with data imports, transformation maps, and CMDB updates to support IT operations
* Prepare technical documentation for implementations, upgrades, and enhancements.
* Participate in cross-team collaboration to align ServiceNow development with organisational objectives
* Ensure best Practices and Continuous Improvement are at the core of the day to day
* Ensure compliance with governance and platform standards, improving stability and security.
* Remain up to date with ServiceNow platform capabilities and future roadmaps, identifying opportunities for enhancements

**Skills, experience & qualifications required – Essential**

* Educated to degree level in Computer Science, Software Engineering or a related field
* 3-5 years of experience in ServiceNow development and administration
* Strong understanding of ServiceNow architecture and modules
* Strong web technology skills such as JavaScript, HTML, CSS
* Experience with integration technologies and architectures such as REST/SOAP/GraphQL API
* Experience with implementing and maintaining EC and EC Pro
* Excellent problem-solving skills and a comfort with detail
* Ability to work independently and as part of a team
* Strong communication skills and ability to interact with stakeholders at all levels

**Skills, experience & qualifications required – Desirable**

* ServiceNow Certified Application Developer (CAD) or Certified Implementation Specialist (CIS)
* Experience with implementing and maintaining ServiceNow GenAI features
* Experience with ITIL processes and frameworks
* Knowledge of Agile development methodologies
* Familiarity with ServiceNow Performance Analytics and Reporting