

ServiceNow Platform Owner

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Company: Manning Global AG

Location: Oslo

Category: other-general

Job Description

Our client, a leading global IT consulting company, is recruiting for a ServiceNow Platform Owner to join their business in Norway.

Job Description:

Lead an ServiceNow SNIE-team of skilled IT professionals, responsible for proficiently enhancing and sustaining customer-centric applications in alignment with current and future sites- Own ServiceNow platform from maintenance point and also future development Strategize short-term and long-term vision and future looking architecture and design for ServiceNow platform as per clients' goals and strategy

Individual Accountabilities:

Identify opportunities for ServiceNow platform for functional and cost enhancements to create mutually advantageous outcomes for both the customer.

Manage and define roles and responsibilities for members of the SME team, overseeing, enhancing, and supporting their performance, aspirations, concerns and professional growth.

Ensure seamless alignment of the team's efforts with established software development protocols, project processes, and emerging directives

Future looking vision and plan for ServiceNow platform with new technologies infusion which matches with Clients vision and goals

Implement measures to effectively fulfill contractual obligations, including SLAs, pertinent to

the applications within the SME team's portfolio.

Pioneering initiatives for improvements and novel projects, encompassing both client specific and customer-specific endeavors.

Regularly provide comprehensive updates on the team's ongoing status, requirements, and recommendations.

Critical Collaborators :

BAS Delivery Manager

Vendors

Other BAS SME-leads

I/O Team

New Projects Lead

CTO, CIO, CDO, Business leaders, Enterprise architect, Projects Head

Project managers and resources

Customer Superusers and other representatives from their organization

Measures of Success:

SLA's related to the operational delivery of the SME-team are met or IS improving

Well documented and implemented work processes in the SME team that are compliant with the established process.

Healthy dialog with BAS Delivery Manager including comprehensive and meaningful status reports

Healthy dialog with Client representatives relevant for the SME area

Correct capacity and competency with the SME team

Projects SLA's and delivery Towards customers and keeping cost/budget within control

Skills Capabilities & Essential Qualifications:

Strong ServiceNow technology skills relevant to the applications in the SLIE team's application portfolio

Strong team management skills

Proficiency in leading and motivating a diverse team, setting clear expectations, and fostering a collaborative work environment

Skilled in planning, organizing and executing projects, ensuring adherence to timelines, budget, and Quality standards

Excellent verbal and written communication skills with the ability to collaborate effectively across departments and with clients.

Demonstrated track record of generating and implementing creative ideas to enhance processes, products, services

Proficient in negotiating with stakeholders, both internal and external, and influencing decisions toward desired outcomes

Commitment to understanding customer needs, maintaining strong relationships and delivering solutions that align with customer expectations

Background & Certification:

ServiceNow Certified System Administrator

ServiceNow Certified Implementation Specialist on Certified SN-Developers/ architects/ custom apps/ CAD/ CIS (CSM/ Fsm) CTA (architect)/ITSM/FSM

Experience as ServiceNow System Administrator in a company, and/or ServiceNow Architect

3+ years of experience with application development experience

3+ years of experience integrating ServiceNow with other systems

Read and write Technical English Capabilities

Desirable: FIE Foundation

Desirable: Experience working in a SCRUM /SAFe team and SCRUM Knowledge

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