We are seeking a senior software engineer for the day-to-day execution of Application Administration/Development responsibilities of Service Now IT Applications. The primary objectives of this position are troubleshooting, identifying and developing automated solutions ,code fixes, code deployment and performance tuning for multiple ServiceNow applications, including Production and other sub-prod environments.

What you get to do in this role:
• Should be able to support Digital Technology Admin tech operations space in managing the lifecycle of production/sub-production environments - necessary configurations, code promotion and integrations, troubleshooting issues and work towards identifying and implementing automated solutions around this space.
• Should be responsible driving the initiatives/programs as per the plan aligned. Be proactive in bringing the collaborations interacting with the teams/ stakeholders, innovate & identify opportunities for continuous enhancements, and drive the solutions until deployment.
• Proactively identify opportunities for process improvement and recommend solutions to enhance the overall performance of the ServiceNow platform.
• Engage in scripting and automation using Python, and utilize software development tools such as Git/Jenkins
• Independently design, code, and debug complex applications that are integrated with multiple systems.
• Explore the latest ServiceNow features and evaluate them for adoption.
• Good understanding of the latest ServiceNow AI offerings like Virtual Agent, NLU, AI Search, Issue Auto Resolution, Task Intelligence, Document Intelligence, Generative AI and other upcoming capabilities before/after they hit the market. These capabilities may include classical Machine Learning Algorithms or Deep Learning based models like LLMs.
• Flexibility to work across global time zones.
Qualifications

To be successful in this role you have:
• 6 - 10 years of information technology industry experience, with 5+ years of experience working on the ServiceNow platform and technologies.
• BS, Master's in computer science or equivalent.
• Strong understanding of ITSM, ITIL, and/or CMDB
• Proven experience as a ServiceNow Developer with a focus on Design & development of ServiceNow Custom applications from scratch.
• Proficiency with ServiceNow scripting (Glide JavaScript)
• Hands-on experience with Flow Designer, Service Portal, ATF, MID Server, integrating ServiceNow with external systems, etc.
• Preferred expertise with integrations and Integration Hub
• Preferred knowledge of either python or Java.
• Strong exposure to ServiceNow portal development
• Understands various design patterns, and best practices.
• Experience integrating AI technologies and automation tools with ServiceNow.
• Good to have experience with MLOps, Natural Language processing , deploying models/solutions to CI/CD pipeline , model deployment in test and production environments
• Good knowledge of ServiceNow modules, including Incident Management, Change
• Management, case Management and Service Catalog.
• Leverage AI technologies to optimize workflows, improve decision-making, and enhance user experiences within ServiceNow.
• Database fundamentals and architecture (e.g. MySQL, Oracle, PostGreSQL)
• Good understanding and work experience in Web services, SOAP APIs etc.
• Experience with data structures, algorithms, OO design, performance optimisation.
• Experience writing or debugging code.
• Experience working with dynamic HTML components: AJAX, JavaScript, CSS, XML
• Good verbal and written communication skills, with the ability to work with both technical and non-technical stakeholders.
• Confident and able to multi-task and manage expectations in a fast-paced environment with competing priorities
• Analytical and design thinking