**ServiceNow L3 Support Engineer**

* Minimum 2 years on ServiceNow support as L2/L3. 5 years+ overall.
* Good troubleshooting, interpersonal, multi-tasking and communication skills.
* Good analytical and Logical Skills with proactive approach in problem solving and identifying & resolving the root cause of the issue.
* Adhering to the SLA’s and processes defined.
* Experience on Major incident handling.
* Admin Certification on ServiceNow
* Experience of working with HI tickets and collaborating with ServiceNow.
* Experience with operating and troubleshooting various modules of ServiceNow.
* Management of mid servers
* Experience in patching and upgrading ServiceNow.
* Highly driven individual with an execution focus and a strong sense of urgency.
* Responsible for providing excellent client/in-house L3 support in resolving any technical issues reported by the business users and delivering all enhancements as required by business users.
* Should be able to own and be part of the issue throughout every step of
* Research on array of topics like operating system & its fundamentals, Infrastructure technologies, and products as and when needed.
* Should be able to debug code as and when required to assist in resolving underlying issues.
* Participates/facilitate in the new product releases to ensure information and training requirements are met to start supporting the new release.
* Expected to handle escalated tickets (technical/customer) which might require reading config files and scripts.
* Strong understanding on ITIL processes. ITIL foundation certified.
* Expected to create troubleshooting/technical documentation/KB articles that can be used as reference documents by the multiple teams.
* Correcting application/software malfunctions by performing configuration changes.
* Experience in doing Root Cause Analysis and handover process.
* Should have hands-on experience on scripting languages like Javascript.
* Create Standard Operating Procedure (SOP) documents for repetitive and scheduled activities.
* Follow standard procedures for proper escalation of unresolved issues to appropriate internal/external teams.
* Willingness to work in Shifts.
* B.E. Candidates only.

**ServiceNow L2 Support Engineer**

* Minimum 2 years on ServiceNow support as L1/L2. 3 years+ overall.
* Good troubleshooting, interpersonal, multi-tasking and communication skills.
* ServiceNow platform administration, documentation and technical support.
* ServiceNow platform/application related Incident analysis & diagnosis, resolve & recover by applying any agreed workaround to resolve the incident as soon as possible.
* Manages Instance security - User/Group Access/Access Control Lists.
* ServiceNow platform release upgrade planning and execution, this includes feature release, patch release, and hotfix.
* Schedules and verifies instance cloning activities in coordination with ServiceNow HI team.
* Experience on working on Major incident handling.
* Admin Certification on ServiceNow
* Experience in patching and upgrading ServiceNow.
* Should be able to own and be part of the issue throughout every step of
* Should be able to debug code as and when required to assist in resolving underlying issues.
* Participates/facilitate in the new product releases to ensure information and training requirements are met to start supporting the new release.
* Strong understanding on ITIL processes. ITIL foundation certified.
* Expected to create troubleshooting/technical documentation/KB articles that can be used as reference documents by the multiple teams.
* Correcting application/software malfunctions by performing configuration changes.
* Experience in doing Root Cause Analysis and handover process.
* Should have hands-on experience on scripting languages like Javascript.
* Follow standard procedures for proper escalation of unresolved issues to appropriate internal/external teams.
* Willingness to work in Shifts.

**ServiceNow Operation Manager:**

* Technically inclined and proven Operations experience as a key technical resource while working in the operations and delivery of ITSM solutions in client environments.
* 10+ years working in the operations management for ITSM products/SAAS services/consulting industry with knowledge of ITIL, minimum foundation level.
* Good project co-ordination skills. Project Management skills will be an added advantage.
* Should know ServiceNow as a platform and talk and walk ServiceNow.
* Should be ITIL certified.
* Should be able to manage a team of L1, L2, L3 members.
* Manage Major Incidents.
* Should be able to manage global stakeholders.
* Will be responsible mostly for understanding the solution design, processes, loading/configuring parameters/data in ServiceNow and troubleshooting issues.
* Is committed to customer satisfaction and ensures that actions contribute towards a positive experience by the customer.
* Degree or equivalent, preferably in Information Technology and proven experience in technical consulting roles.
* Communication skills: Strong verbal and written communication skills in English with local and onsite teams Demonstrated interpersonal skills, customer centric attitude, and ability to deal with cultural diversity.
* Working Experience: Working experience of ITSM tools and solutions. Handling of small projects end to end will be an added advantage.
* Soft skills: Active listener, respecting other's point of view and takes ownership of contributing the required input whilst demonstrating strong communication skills (written, interpersonal and presentational). Proven team player.

**Artificial Intelligence/Machine Learning**

* Provide enterprise solution across various domains including but not limited to retail, automotive, health care etc.
* Manage entire data science project life cycle and actively involved in all the phases of project life cycle including data ingestion, data engineering, features engineering, statistical modeling (decision trees, regression models, neural networks, SVM, clustering)
* Deeply analyze the problem to select the right Machine learning model by understanding the data pattern and customize the model to improve the performance and accuracy
* Testing and validation using ROC plot, K- fold cross validation and data visualization.
* Perform data parsing, data manipulation and data preparation with methods including describe data contents, compute descriptive statistics of data, regex, split and combine, Remap, merge, subset, reindex, melt and reshape.
* Experience in using various packages in R and libraries in Python.
* Engage in setting up the AI/ML team in participate in all aspects of the team building and scaling. This will include the Presales cycle to Delivery.
* Engage with the Global stakeholders and convince them for the identified usecases.
* 12+ Years of experience.
* At least a B.E/B.Tech.

**Scrum Master - ServiceNow**

* **Coming from ServiceNow background the person should have converged into a scrum master role.**
* Develop and maintain productivity reports for the Scrum team allowing for improvement of the efficiency of the team.
* Communicate development status to stakeholders.
* Responsible for managing the scrum process with the coordination of scrum team using agile methodology.
* Organizes and facilitates the release planning meeting.
* Responsible for addressing roadblocks or issues that prevent successful development and testing of approved requirements.
* Arrange daily stand-up meetings, facilitate and schedule other project meetings as required including capability demos as appropriate.
* Responsible for timely completion of deliverables and releases.
* Participating proactively in daily stand-up meetings, story grooming sessions, team retrospectives. Also suggesting and implementing improvements.
* Ensure adherence to quality standards and attainment of project deliverables.
* 8+ years of experience.
* No testing experience.
* B.E. Candidates only.

**ServiceNow Product Manager (L3)**

* Accountable for design governance of the business functionality of the ServiceNow Platform to ensure consistency, integrity and sustainability.
* Definition of the ServiceNow Platform Product Vision and business value of building, supporting and developing the platform
* Alignment of the Product Vision with the architecture vision, business strategy, technology strategy and roadmap.
* Governance of enablement of capabilities in the Platform and specification of their configuration.
* Alignment of Capability Roadmap with Architecture, Business Demand, Program Portfolio and Delivery Capability.
* Leads Product Management Team. Leads Product Owners.
* Management and oversight of business function related escalations
* Member of Leadership Team and responsible for contribution of leadership and domain expertise to the team.
* Should have experience in ServiceNow Product Management. *Strictly no general Product Manager.*
* More than 12 years of experience. Preferably for a well-known services company. *Strictly no small partner companies of ServiceNow.*
* Atleast a B.E/BTech.