Position Title: Intern ServiceNow Developer
Department: COE ServiceNow

BASIC FUNCTION: (A brief statement indicating why the job exists. Clearly identify the mission or purpose of the job in the organization).

The Junior ServiceNow Developer is responsible for developing, configuring, and maintaining solutions on the ServiceNow platform. This position works closely with senior developers, business analysts, and stakeholders to understand requirements and implement them efficiently. The position offers an excellent opportunity for growth and skill development in a supportive and challenging environment.

RESPONSIBILITIES AND ACCOUNTABILITIES:

- Assist in the design, development, and implementation of ServiceNow solutions based on business requirements.
- Configure ServiceNow applications and facilitate rollouts of new applications and modules.
- Collaborate with team members to understand user needs and translate them into technical requirements.
- Assist in routine maintenance, upgrades and patching, on the ServiceNow platform.
- Support data owners with data visibility, validation and cleanup.
- Develop and maintain technical documentation related to ServiceNow processes and configurations.
- Provide technical support and troubleshooting for ServiceNow-related issues.
- Participate in code reviews and ensure adherence to best practices and coding standards.
- Stay updated with the latest ServiceNow features and functionalities.

QUALIFICATIONS: (Define the typical knowledge and experience required for the job. Include core competencies, technical or specialized knowledge and experience, leadership skills and any professional certification or licensing required).

- Bachelor's degree (or higher), preferably in Computer Science, Information Technology, or a related field (or equivalent work experience).
- Prior experience in a similar role or internship.
- Basic understanding of ServiceNow platform and its core applications.
- Understanding of web technologies such as JavaScript, HTML, CSS, and AJAX.
- Familiarity with relational databases (e.g., MySQL, Oracle).
- Strong problem-solving skills and attention to detail.
- Excellent communication and interpersonal skills.
- Ability to work both independently and as part of a team.
- Eagerness to learn and adapt to new technologies and methodologies.
- Preferred: ServiceNow Certified System Administrator (CSA) certification
- Preferred: ITIL Foundation - IT Service Management Certification