

nuvolax is a medium-size IT service provider with headquarters in Stuttgart, Germany. As a global consulting company, we specialize in IT Service Management, IT Operations Management and Customer Service Management solutions in close cooperation with the world market leader ServiceNow. With currently more than 50 employees worldwide, we offer quality service solutions for small businesses and corporations. Our customers include well-known companies from various industries, such as: automotive, utilities, information technology, public administration, mechanical engineering and transport.

We are currently looking for **ServiceNow Solution Architect**

Key responsibilities:

- Work with clients to assess current state processes, tools and functional requirements, identify ServiceNow platform solution options, define ServiceNow technical solution requirements, determine and define integration requirements, and develop overall architecture and implementation plans
- Provide expert level support and technical mentoring to nuvolax implementation team
- Maintain deep, comprehensive knowledge of ServiceNow's capabilities and constraints
- Maintain industry knowledge, to include competitors and 3rd party, complementary solutions and integrations
- Collaborate with technical consultants, customer and project teams to architect and design solutions that leverage native configuration opportunities vs. custom scripting/development wherever possible.
- Recognize and develop opportunities to leverage ServiceNow as a platform (e.g. custom applications inside and outside of ITSM)
- As a senior technical member of the team, deliver hands-on configuration, development and integration services and serve in a delivery assurance capacity for all project deliverables
- Plan and coordinate all phases of testing and test acceptance; design and oversee development of testing related work products; lead test remediation cycles

Required qualifications:

- Computer Science B. Eng. / MSc, or equivalent education
- 3+ years of experience with ServiceNow developing and implementing CRM/CSM, ITSM/ITIL processes and solutions
- 2+ years of professional services / consulting experience
- 2+ years of experience documenting tool requirements and assisting organizations in comparing various Vendor's tool products
- Knowledge of ITIL/ITSM and CRM/CSM
- Excellent interpersonal skills, experience in establishing and maintaining credibility as a ServiceNow expert
- Great English language skills

Desired qualifications:

- ITIL certifications
- ServiceNow certifications
- Experience in Business Process Management
- German language skills a plus
- Knowledge of current ITSM / ITOM solutions

We offer:

- Long-term cooperation; competitive compensation
- Flat organizational structure in an emerging company
- Positive working environment in a multi-national team across Germany, Poland, Brazil & Australia

In you are interested, please apply at praca@nuvolax.com. Feel free to check us out through social media or contact directly via LinkedIn. More information at: <https://nuvolax.com/karriere>