

Consulting - Senior Associate Service Now | Cybersecurity [US Client]

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Company: PwC

Location: Olivos

Category: computer-and-mathematical

Description

& Summary A career in our Cybersecurity, Privacy and Forensics will provide you the opportunity to solve our clients most critical business and data protection related challenges. You will be part of a growing team driving strategic programs, data analytics, innovation, deals, cyber resiliency, response, and technical implementation activities. You will have access to not only the top Cybersecurity, Privacy and Forensics professionals at PwC, but at our clients and industry analysts across the globe.

Our Advisory Acceleration Center is the natural extension of PwC's leading class global delivery capabilities. We provide premium, cost effective, high quality services that support process quality and delivery capability in support for client engagements.

To really stand out and make us fit for the future in a constantly changing world, each and every one of us at PwC needs to be an authentic and inclusive leader, at all grades/levels and in all lines of service. To help us achieve this we have the PwC Professional; our global leadership development framework. It gives us a single set of expectations across our lines, geographies and career paths, and provides transparency on the skills we need as individuals to be successful and progress in our careers, now and in the future.

As a Senior Associate, you'll work as part of a team of problem solvers, helping to solve complex business issues from strategy to execution.

Roles and responsibilities

- Design and deliver consulting and technical methodologies around the ServiceNow platform
- Design, configure, develop, and test on the ServiceNow platform including but not limited to the CMS, Service Request (creating catalog items and workflow), Incident Management, Problem Management, and Change Management.
- Design, configure, develop, and test custom ServiceNow forms, tables, and workflows based on business requirements
- Support the team responsible for the implementation and administration of the ServiceNow installation, including managing system configurations, gathering and documenting user and process requirements, developing workflow customizations, and performing quality assurance testing and user acceptance testing.

Main Tasks

Implementation and process design of ServiceNow's products and developing our own custom solutions sticking to the global standards.

Work with a diverse workforce from different countries (US and Bangalore) to meet with client gathering requirements, implementing and demoing.

Preferred Knowledge/Skills -

- 3-5 years' experience integrating ITSM solutions in a complex environment
- 3-5 years' experience gathering requirements and translating them into ITSM processes and functions
- Experience in consulting and the technical/functional skills necessary to make an impact on consulting engagements
- Familiarity and experience working in an agile development environment
- ITIL V3 Foundations certification is a must, Advanced ITIL V3 certifications preferred
- Experience in developing and implementing ServiceNow integrations with other tools
- Deep understanding of JavaScript and Web Services
- Working knowledge of industry standard ITSM tools (i.e., ServiceNow, HP, BMC, CA, IBM, or others)
- Solid understanding of infrastructure concepts

- Exposure to Active Directory configuration/administration, strong networking concepts is a plus

Education Qualification- Bachelor's degree in Business, Information Technology, Computer Science or related field

Certifications Preferred:

- ServiceNow Certified Application Developer
- ServiceNow Certified Implementation Specialist
- ServiceNow Certified Administrator
- ITIL Foundations.

All qualified applicants will receive consideration for employment at PwC without regard to ethnicity; creed; color; religion; national origin; age; disability; sexual orientation; gender identity or expression; genetic predisposition or carrier status; marital; or any other status protected by law. PwC is proud to be an inclusive organization and equal opportunity employer.

Education

Degrees/Field of Study required:Degrees/Field of Study preferred:

Certifications

Required Skills

Optional Skills

Desired Languages

English

Travel Requirements

Not Specified

Available for Work Visa Sponsorship?

No

Government Clearance Required?

No

Job Posting End Date

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