Call for contribution of expertise

CERN invites collaborating institutes and universities to contribute with the expertise of their qualified employees to the activity described below.

Start date: asap	*Duration:* One year, possible extension to a maximum of up to three years.

Project/Activity: Software Engineer Service Management System (ServiceNow)

Detailed description of Activity:

The expert will:

- work in the ServiceNow developer team, contributing to the administration, maintenance and documentation of the ServiceNow platform.

- contribute to the design and development of new functionalities in order to support and improve business service delivery within SMB department and clients assigned to the SMS group. Functionalities are developed with the ServiceNow platform.

Profile: Bachelor's degree in software engineering or computer science. Strong analytical and problem-solving skills. Strong programming skills. Experience with modern web development technologies, web application debugging and web services. Experience with complex data models, database design and data integration (ETL) would be an asset.

Specific details: Experience with ServiceNow would be a strong asset but is not required. Teamwork and good communication skills. Good working knowledge of English.

Status at CERN: Associated Member of the Personnel (Project Associate).

Conditions in accordance with CERN's Staff Rules and Regulations and Administrative Circular No. 11. Subsistence allowance is payable by CERN to cover the additional cost arising from the individual's (and, as applicable, their family's) stay in the local area while performing activities at CERN.

Option: Collaborating institutes and universities can propose to support the activity of the qualified employees participating in this "Call for contribution of expertise" with students or other employees. Their status and Subsistence allowance when applicable will be adapted to their relation with their institutions

Contact person: Víctor M. González	*Reference:* 2019_Q4_033 Service now