

## SMB-SMS working in collaboration with IT-CF-SM

**Project Name:** CERN Service Management System.

### **Project**

The SMB-SMS (Site Management and Buildings Department – Service Management and Support) strives to excellence in service management, through coordinated adoption of best practices standards as ITIL. The IT Service Management Team (IT-CF-SM) is responsible for the operation of ServiceNow, the system chosen by CERN to implement Service Management best practices such as ITIL.

### **Description:**

ServiceNow ( <https://www.servicenow.com/> ) is a commercial PaaS (platform-as-a-service) product, running in the public cloud, and adopted by a majority of large organizations. With more than 20'000 users, ServiceNow is one of the CERN systems used across all of the Organization. Hundreds of different services use it for providing support and fulfilling user requests. The CERN Service Portal ( <https://cern.servicenow.com/service-portal/> ) is also built on top of the ServiceNow platform.

The selected candidate will work in the ServiceNow developers team, contributing to the administration, maintenance and documentation of the ServiceNow platform. He/she will also 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.

ServiceNow is a web platform where applications are developed in Javascript, not only in the frontend but on the server-side as well. It works on top of a relational database. The CERN implementation has a complex data model, business logic and code base, and is integrated with many other CERN systems. Strong analytical and programming skills will be the most important assets for this position.

### **Technical skills:**

- Teamwork and good communication skills.
- Strong analytical, programming and testing skills will be the most important assets for this position.
- Full stack web development: HTML, CSS, Javascript, is required.
- Experience with modern web development technologies (AngularJS, Bootstrap, jQuery, HTML5), web application debugging, web services (REST, SOAP), SQL (Oracle, MySQL), would be strong assets.
- Web Design experience would be an asset.
- Database design, data integration (ETL) would be an asset
- Experience testing complex applications: system, integration and unit testing.
- Experience with ServiceNow would be a very strong asset but is not required.
- Experience with Linux administration and configuration via Puppet or a similar tool, as well as knowledge of Python, would be a plus.
- Understanding of ITIL and business workflows would be an advantage.
- Fluent English, knowledge of French appreciated

**Starting date:** To be agreed during interview. Tentatively January 2019.

Candidates may be selected through a video interview and if required a face-to-face interview will be conducted.