

## ServiceNow Developer

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Company: Wipro

Location: hyderabad

Category: other-general

The ideal candidate will be responsible for developing high-quality applications. They will also be responsible for designing and implementing FSM. Minimum work experience

Required: ServiceNow Technical Consultants – 3 to 8 yrs Relevant ServiceNow

experience ServiceNow knowledge in areas – ITSM, CSM, FSM, HRSD, LSD, and Custom

application development Mandatory Skills: ServiceNow ITSM/ CSM: Must have hands on

standard ITSM/CSM process implementation. ServiceNow in depth Process knowledge

(ITSM, CSM Process, integrations) Experience in ServiceNow Integrations with 3rd party tools

using (web services, SOAP, email, MID) Good understanding on Proactive customer service

operations, Predictive Intelligence, PA, VA & Continual Improvement

Management. Certification : ITSM, CSM, CAD, Implementation on CSM ServiceNow

FSM: Working experience with FSM application on Work Order management, scheduling and

dispatch Configuring Field Agent activities (Mobile & Desktop) Configuring Field Service

Business Process, Assignment, and Add-ons Optimizing Scheduling, Dispatch, and Inventory

Operations & Configuring Time Recording Integrations with Applications and Data Sources.

Process Integrations Good Knowledge on Field Service Industry good practice Certification :

CSM, CAD, Implementation on FSM ServiceNow HRSD: Experience with the ServiceNow HR

Service Delivery (HRSD) application Knowledge of HR functions, processes, and best

practices Knowledge of Case Management, Knowledge Management best practices and

design Experience designing and/or implementing an HR Shared Services center Should be

ServiceNow HRSD Implementation specialist with sound knowledge integration with external

systems using REST and Web services. Certification - Implementation with on ITSM or

HRSD or CAD Location: PAN India- Hyderabad,

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