



<https://www.lumecg.com/job-listings/business-solutions-analyst-service-now/>

## Business Solutions Analyst Service Now

### Description

Lume Consulting Group a Sacramento based IT consulting company is looking for a qualified individual to fill the role of a **Business Solutions Analyst Service Now**

### Responsibilities

- a. Configures the ServiceNow cloud service to include customization and apply client branding to the application.
- b. Designs and documents new or enhanced business process workflows and configurations.
- c. Adhere to style standards on fonts, colors and images.
- d. Identify and troubleshoot UX problems (e.g. responsiveness).
- e. Develops and implements new or modified ServiceNow workflow configurations according to business requirements.
- f. Conducts integration testing on new or updated business process workflows.
- g. Supports system and user acceptance testing and provides defect resolution.
- h. Develops release management documentation for each production change.
- i. Provides turnover of all documentation.
- j. Creates a KPI dashboard and reports in the business environments per customer business requirements.
- k. Creates status and metrics reports per business requirements.
- l. Updates Maintenance and Operations documentation based on any architectural support changes.
- m. Identifies development issues, risks, and mitigation.
  
- n. Troubleshoots and mitigates reported defects.
  
- o. Provides recommendations for next steps.
  
- p. Escalates risks and issues to the business analyst/project coordinator.
  
- q. Assists ServiceNow system administrators and developers with incident resolution, as needed.
  
- r. Provides level of effort estimates for new application development projects.
  
- t. Provides data conversion, if needed.

### Qualifications

#### Minimum Requirements:

1. Minimum five (5) years FTE experience applying analytical processes on IT projects.
2. Minimum three (3) FTE years of the above experience must have been in business systems analysis and design.
3. Bachelor's Degree

### Hiring organization

Lume Consulting Group

### Employment Type

Part-time, Contractor

### Beginning of employment

Sep 2023

### Duration of employment

6 Months Possibility to Extend

### Industry

Government Consulting

### Job Location

Remote work possible

### Working Hours

160 Hours/Month

### Date posted

**Desired Qualifications:**

1. Experience performing systems analysis for business process automation projects.
2. Experience developing test materials and managing defects for an IT project.
3. Experience providing analysis for ServiceNow systems.