https://www.lumecg.com/job-listings/servicenow-employee-experience-architect/

ServiceNow Employee Experience Architect

Hiring organization
Lume Consulting Group

Employment Type
Contractor

Beginning of employment
Feb 1st 26

Duration of employment
1 year

Industry
Government Consulting

Working Hours
40 hrs/w

Date posted

Description

Own the end-to-end consolidation of the Employee Center (EC/EC Pro) and legacy Service Portal into a single, seamless employee experience. Partner with HR/IT product owners to define the target information architecture, search strategy, and catalog taxonomy; establish a scalable design system and governance; and guide developers on UI Builder/Now Experience and (where needed) Service Portal refactors. Lead discovery, UX reviews, and content rationalization; create a migration and set performance standards.

The architect will own the portal strategy, backlog, and acceptance criteria, ensuring consistent look/feel, behavior parity, and measurable improvements in search, speed, and adoption.

This role also establishes operating guardrails: code and content governance, review gates, PR standards, update set/app-repo strategy, environments/promotion, and telemetry. They will define SLIs/SLOs, implement Search relevancy tuning, and drive continuous optimization with Performance Analytics and UX metrics—enabling the team to deliver fast, intuitive self-service at scale.

Responsibilities

Mandatory Qualifications

- **Experience:** Minimum 8 years of experience in ServiceNow HRSD with Employee Center (Pro), UI Builder/Now Experience, and Service Portal.
- **Experience with at least one EC consolidation.**
- **Minimum 5 years' experience in the following areas:**
- **Architecture & Build:** Designing and delivering end-to-end HRSD solutions across the in-platform "tiers"—UI (EC/Service Portal/UI Builder), logic (Flow Designer, Business Rules, Scripted REST, ACL/RBAC), and data/integration (HR tables & Profiles, CSDM alignment, IntegrationHub/MID, SSO/SAML, LDAP/AD, DocuSign).
- **Security & Governance:** Scoped apps, least-privilege, encryption/auditability; change/CAB, update set & app-repo promotion, branching, code review gates; content/design governance.
- **UX/UI/Information Architecture:** Catalog taxonomy, topic pages, Knowledge Base surfacing, Search relevancy & facets; strong IA/wireframes; consistent theming/design system.
- **Performance:** Page-weight budgets, asset strategy, caching, query & script optimization; monitor LCP/INP, error rates, and search success via Experience Analytics/PA.
- **Data & Quality:** ServiceNow dictionary/table design, indexing, GlideRecord best practices, DB views; **ATF**, Instance/Health Scan, Performance Dashboard; RBAC for sensitive HR data.
- **Product & Delivery:** Discovery/journey mapping, backlog & acceptance criteria, migration/cutover planning, stakeholder comms; author specs, IA/taxonomy, and implementation playbooks.
- **Front-end proficiency:** Now components, data resources, client/server

scripting; PR reviews for performance, security, maintainability.
- **Reporting/Analytics:** Define PA KPIs (deflection, search success), build dashboards; tune AI Search.
- **Certification: ServiceNow CIS–HRSD** and relevant platform certs.