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

ServiceNow HRSD Architect

Hiring organization
Lume Consulting Group

Employment Type
Full-time, Contractor

Beginning of employment
Sep 2025

Duration of employment
2 Years

Industry
Government Consulting

Date posted

Description

Lume Consulting, is seeking an experienced **ServiceNow HRSD Architect** to lead the design and delivery of the ServiceNow HR Service Delivery (HRSD) platform. This role will ensure that ServiceNow is implemented in a way that is **scalable, secure, compliant with state regulations, and aligned with HR modernization goals.**

The ideal candidate is a proven ServiceNow Architect with strong **public-sector or government experience**, deep knowledge of **HRSD workflows**, and the ability to **bridge technical strategy with business outcomes**.

Responsibilities

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- **Enterprise HRSD Architecture**: Define and oversee the ServiceNow HRSD platform architecture for California Lottery, ensuring it aligns with state HR processes and compliance needs.
- **Governance & Standards**: Establish data models, design patterns, and integration standards tailored for government agency operations.
- **Integration Leadership**: Architect integrations with HRIS (e.g., PeopleSoft, Workday, SAP), payroll, IAM, and state government systems.
- **Security & Compliance**: Design with a focus on state security mandates, data privacy (PII protection), auditability, and accessibility (ADA compliance).
- **Performance & Scalability**: Ensure the platform is resilient and optimized for high availability, disaster recovery, and citizen/employee demand.
- **Technical Leadership**: Guide development teams by reviewing designs, validating configurations, and ensuring consistency with the enterprise roadmap.
- **Stakeholder Engagement**: Work closely with California Lottery HR, IT leadership, and state government stakeholders to ensure solutions meet agency objectives.
- **Innovation & Roadmap**: Recommend enhancements that leverage ServiceNow HRSD, AI/ML, and automation to improve employee experience and operational efficiency.

Qualifications

- **Required Qualifications**

- Bachelor’s degree in IT-related or Engineering field, or equivalent experience (15+ years if no degree).
- **ServiceNow Certified Implementation Specialist – HR Service Delivery (HRSD).**
- ServiceNow CSA and/or CTA certification preferred.
- 10+ years aligning IT systems with business processes, with 7+ years in a lead or architect role.
- 5+ years designing and implementing large-scale ServiceNow HRSD solutions in **public-sector or government-regulated environments.**
- Experience applying IT-governance and compliance frameworks to enterprise systems.
- Proven expertise integrating HRSD with HRIS, payroll, and IAM platforms.
- Strong knowledge of enterprise architecture, SaaS/cloud adoption, and secure system design.

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- **Preferred Skills**

    - Familiarity with state agency compliance standards (NIST, FedRAMP, HIPAA, ADA, records retention).
    - Strong Agile/Scrum delivery experience.
    - Excellent communication and stakeholder management skills.
    - Ability to balance deep technical design with business alignment and user experience.

Contacts

Why Join Us

This is a unique opportunity to **shape the future of HR services at one of our California State Agencies** by leveraging ServiceNow to streamline operations, improve employee experience, and ensure compliance with government standards. You’ll work with a high-performing team at Lume Consulting, delivering impactful technology that makes a difference in public service.

Location: Remote 100%

Employment Type: Full-time/Contract C2C W2