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CONSULTING GROUP

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ServiceNow QA ATF (Automated Test Framework)

Hiring organization
Lume Consulting Group

Employment Type
Full-time, Contractor

Beginning of employment
Jan 26

Duration of employment
1 year

Industry
Government Consulting

Date posted

Description

Lume Consulting Group a ServiceNow implementation Agency in Sacramento is looking for candidates who not only have experience with **ServiceNow ATF (Automated Test Framework)** but also demonstrate strong capability in building and maintaining automated tests for **highly customized workflows**—those that significantly deviate from out-of-the-box ServiceNow functionality.

Responsibilities

1. Set up ATF best practices and establish scalable, maintainable test development processes.
2. Develop and maintain **best practices documentation** for ATF setup, test design, automation standards, and defect management processes.
3. Exhibit strong technical skills in Playwright, C#, and NUnit for automation scripting.
4. Integrate automated tests into the CI/CD pipeline to support continuous quality validation.
5. Lead quality assurance and testing efforts to validate business and technical requirements.
6. Develop comprehensive Test Plans and define effective Test Strategies across all testing phases.
7. Perform automated testing for system integration, regression, and accessibility.
8. Apply WCAG standards to ensure accessibility compliance in all testing activities.
9. Test the integrated system to validate end-to-end business processes and security requirements.
10. Collaborate with Product Owners to plan, design, and execute User Acceptance Testing (UAT).
11. Record and track defects in alignment with the established Defect Management Process.
12. Ensure all high-priority defects are resolved before Go-Live.
13. Prepare and deliver Test Reports and testing metrics to stakeholders.
14. Ensure adherence to testing standards and best practices across all QA efforts.
15. Mentor ETS and DGS staff through hands-on knowledge transfer in test design, automation development, defect management, and environment setup.
16. Support DGS staff in resolving testing impediments and provide timely guidance.
17. Serve as an escalation point for testing-related issues and blockers.
18. Create and maintain clear, comprehensive testing documentation.
19. Conduct user training sessions to ensure long-term sustainability.
20. Maintain familiarity with the product and team workflows to ensure effective and complete test coverage.

Qualifications

1- The ideal candidate should be proficient in using **ATF** and also know how to **supplement ATF with other tools like Playwright** to cover gaps where ATF alone is insufficient. This includes scenarios where custom UI elements, asynchronous behaviors, or complex integrations require more flexible or robust testing approaches.

2- Must have a VALID ServiceNow Automated Test Framework Fundamentals Micro-Certification