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

ServiceNow HRSD Solution Architect (CTA)

Hiring organization
Lume Consulting Group

Employment Type
Full-time, Contractor

Beginning of employment
Jan 26

Duration of employment
2 Years

Industry
Government Consulting

Job Location
Remote work from: UAS ONLY

Working Hours
40 Hours/w

Date posted

Valid through
31.12.2025

Description

Lume Consulting Group is seeking a **ServiceNow HRSD Solution Architect**, ideally a **ServiceNow Certified Technical Architect (CTA)**, to lead an enterprise-wide HR Service Delivery (HRSD) implementation for a government client. This role is the technical authority for HRSD—defining target architecture, designing scalable and secure solutions, and guiding delivery teams while partnering closely with HR, IT, and enterprise architecture stakeholders.

Responsibilities

- Lead end-to-end **architecture and system design** for ServiceNow HRSD (Case & Knowledge, HR Services, Lifecycle Events, Employee Center/EC Pro).
- Define data models, integration patterns (HRIS, payroll, IAM), and non-functional requirements (performance, scalability, availability).
- Establish and enforce **platform standards and best practices**, including security, configuration vs. customization, and technical debt management.
- Guide developers and testers through **design reviews, integration approaches, and test strategies**.
- Advise HR and IT leadership, co-own the **HRSD roadmap**, and evaluate new ServiceNow features and enhancements.
- Ensure compliance with **government security and privacy requirements** and support audit-ready documentation.

Qualifications

Required;

- 8+ years of ServiceNow experience with 3–5+ years in an **Architect/Lead role**, focused on HRSD or employee experience.
- Proven track record leading at least one large **HRSD implementation** in a complex or regulated environment.
- **ServiceNow Certified Technical Architect (CTA)** (or strong path toward CTA) plus core certs (CSA, CAD, CIS–HRSD; CIS–ITSM/CSM a plus).
- Expertise in system design, integrations (REST/SOAP/APIs), data/security models, and platform governance.
- Strong consulting, communication, and mentoring skills, ideally with **public-sector or government** clients.

Nice to Have

- Experience with Employee Center/EC Pro, ITSM, CSM, ITOM, or GRC.
- Integrations with Workday, PeopleSoft, or other HRIS platforms.
- Familiarity with government IT/security frameworks and prior consulting/SI experience.