

# United States Jobs Expertini®

## ServiceNow Business Analyst

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Company: Arrow Electronics

Location: United States

Category: computer-and-mathematical

**\*Position:** ServiceNow Business Analyst **\*Job Description:** The ServiceNow Business Analyst will be a key member of the ServiceNow Team, supporting the ServiceNow platform and associated processes. You will be responsible for developing a strong understanding between the business needs of the stakeholders and how the ServiceNow application will support those needs. This analyst role will partner with development resources to develop a solution and complete testing on development work. You will also provide support to end users by training users on new functionality and presenting updates to end users. Experience with the following ServiceNow areas is helpful: IT Service Management, IT Operations Management, Service Portal, Now Intelligence, and AppEngine.

**\*What You'll Be Doing\*** Partner with the technology and business stakeholders to define, analyze, and document requirements for new ServiceNow processes or improvements to current processes\* Work directly with the ServiceNow development team to select the most effective solution for defined requirements\* Translate business requirements into user stories for the development team\* Serve as Scrum Master as needed, supporting user story creation, sprint planning, and overseeing the tasks of the development team\* Build and implement test scripts and plans to support development efforts. Coordinate UAT testing efforts\* Develop procedures, manuals, and other documentation for the systems developed based on the requirements gathered\* Acts as a resource for colleagues with less experience

**\*What Are We Looking For?\*** 5+ years of experience of eliciting requirements and designing business processes\* Experience designing and supporting ServiceNow ITSM (Incident, Change, Service Catalog, Knowledge, Problem, Service Portal) and ITOM

(Discovery, Event, Service Mapping)\* Experience building workflows with Visio and incorporating automation\* Understanding of Agile software development practices\* Excellent verbal and written communication skills including presentation skills\* ITIL v3 certification or other ServiceNow certifications\* ITIL and Agile experience required\* Experience with Blue Works Live preferred\*Education/Experience Requirements:\*Typically requires 5-7 years of related experience with a 4-year degree; or 3 years and an advanced degree; or equivalent work experience.\*What's In It For You? \*At Arrow, we recognize that financial rewards and great benefits are important aspects of an ideal job. That's why we offer competitive financial compensation, including various compensation plans, and a solid benefits package. \* Medical, Dental, Vision Insurance\* 401k, With Matching Contributions\* Paid Time Off\* Health Savings Account (HSA)/Health Reimbursement Account (HRA) Options\* Growth Opportunities\* Short-Term/Long-Term Disability Insurance\* Discounted RTD Passes, with convenient office location off RTD Light Rail (Dry Creek Exit)\* On-site Café with Catering Option for Busy Lifestyles\* 24/7/365 On-site Gym and Lockers, Free for Use to All Employees!\* Bike Racks\* And more! \*Annual Hiring Range/Hourly Rate:\* \$98,982.78 - \$120,978.96Actual compensation offer to candidate may vary from posted hiring range based upon geographic location, work experience, education, and/or skill level. The pay ratio between base pay and target incentive (if applicable) will be finalized at offer. \*Location:\* US-CO-Colorado (Remote Employees) \*Time Type:\* Full time \*Job Category:\* Information Technology \*EEO Statement:\* Arrow is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, gender, age, sexual orientation, gender identity, national origin, veteran or disability status. [(Arrow EEO/AAP policy)](

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