



ServiceNow Developer

Montreal - Full-time - 744000067334953

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Within the Ubisoft IT Department, you'll be joining as a ServiceNow developer within the ServiceNow Platform team, which is responsible for supporting all other IT teams (by providing guidance and helping them to improve their processes. By working as a part of the team, you will maintain our ServiceNow platform and implement new features for our internal customers. You will participate in every phase, from the solution design, to the development and test coordination.

Responsibilities

- Administrate and optimize the ITSM platform to reflect the processes of the department;
 - Provide support, configuration, troubleshooting and scripting on the ITSM platform;
 - Suggest new workflows and methods to improve our ITIL process implementations;
 - Configure, document and implement the platform for new clients;
 - Answer customer tickets related to the application;
 - Evangelize the capabilities of the platform and recommend process optimization to leverage the ITSM tool.
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- A development experience on the ServiceNow platform with advanced server and client scripting, workflow administration and API knowledge;
 - Strong analytical and problem-solving skills based on the ability to quickly learn new complex concepts;
 - Experience with ITIL, ITSM, Service Desk environments;
 - Proficiency with JavaScript and HTML, CSS is a plus;
 - Strong attention to detail, design, layout, customer experience and be able to translate business requirements into technical solutions;

We embrace a hybrid work model helping you stay connected with your team and aligned with business priorities, while giving you the opportunity to maintain your work-life balance. Note, that some roles are fully office-based and are not eligible for hybrid work.

Pour info : Si vous avez besoin d'un permis de travail, votre admissibilité peut dépendre de votre éducation et de vos années d'expérience de travail pertinentes, comme l'exige le gouvernement.

Les habiletés et les connaissances se présentent sous différentes formes et peuvent être basées sur des expériences pertinentes, c'est pourquoi nous vous encourageons vivement à poser votre candidature, même si vous ne remplissez pas toutes les exigences énumérées ci-dessus.

Chez Ubisoft, nous encourageons la diversité sous toutes ses formes. Nous nous engageons à

favoriser un environnement de travail inclusif et respectueux pour tous. Nous savons qu'il est important que l'entretien soit agréable. Par conséquent, si vous avez besoin d'accommodements, veuillez nous faire savoir si nous pouvons faire quoi que ce soit pour faciliter le déroulement de l'entretien.