

Solutions Architect

Evora IT Solutions, Americas

Who We Are:

Evora IT Solutions is the trusted ServiceNow partner focused on innovative digital maintenance and field service solutions based on real-life scenarios. Our core focus on the platform is within the Customer Workflows vertical where we seek to be the leading implementation partner for Field Service Management. We believe you should work somewhere awesome, so we've put a focus on our employees by offering one of the best work packages in the partner space.

We are currently seeking a passionate ServiceNow Solutions Architect to lead the design and implementation of ServiceNow solutions for our clients. As a Solutions Architect, you will be responsible for managing the technical aspects of the ServiceNow platform and ensuring successful delivery of projects. You will work closely with our clients, project managers, developers, and other stakeholders to define requirements, design solutions, and implement ServiceNow applications.

Who We Are Looking For:

- Lead the technical design and implementation of ServiceNow solutions for clients, using best practices and ensuring scalability, reliability, and maintainability of the platform.
- Collaborate with clients, project managers, and other stakeholders to gather requirements and design solutions that meet business needs.
- Create technical documentation including design specifications, technical requirements, and project plans.
- Lead the development of ServiceNow workflows, integrations, and customizations using JavaScript, HTML, CSS, and other relevant technologies.
- Manage ServiceNow releases, upgrades, and patches, ensuring minimal impact to clients' operations.
- Participate in code reviews, testing, and debugging to ensure quality and functionality of developed solutions.
- Provide technical guidance and mentorship to developers, ensuring adherence to best practices and standardization of development processes.
- Stay up-to-date with emerging trends and technologies related to ServiceNow and recommend improvements to existing solutions.



United States | Canada | Brazil | Germany | Austria | Switzerland | Spain | India

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What You Bring:

- Bachelor's degree in Computer Science, Information Technology or related field.
- Minimum of 5 years of experience in designing and implementing ServiceNow solutions.
- ServiceNow Certified System Administrator and ServiceNow Certified Implementation Specialist certifications are required.
- CTA or CMA is preferred
- CIS in Customer Service Management (CSM) or Field Service Management (FSM) is preferred
- Experience with ServiceNow modules including IT Service Management, Field Service Management or Customer Service Management is preferred.
- Strong technical skills in JavaScript, HTML, CSS, and REST API.
- Excellent problem-solving and analytical skills.
- Ability to work independently and as part of a team in a fast-paced environment.
- Strong verbal and written communication skills.

What We Offer:

- Work from Home
- Training & Development Programs (Learning Credits Available for Certifications)
- Competitive Paid Time Off Benefits
- Competitive Salary & Incentive Compensation Program
- Healthcare Plan (Medical, Dental & Vision)
- 401(k) with Employer Match
- Annual trip to Germany for International Co-Working week
- Sign on equipment bonus for full time employees
- High autonomy with the possibility to implement topics holistically and independently

Equal Opportunity Employment Statement:

Evora IT Solutions is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.

To apply for this opening, please send an updated resume directly to our Talent Acquisition Manager, Kayla Fjelstul, at kayla.fjelstul@evorait.com.



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