Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
Toll Free Phone: (866) 225-9067
Toll Free Fax: (877) 825-7564
L9 P23 R4074 HWY 596 - Box 109
Keewatin, ON P0X 1C0

ServiceNow Technical Delivery Lead

Job ID	**364155-1-9913**
Web Address	https://careers.indigenous.link/viewjob?jobname=364155-1-9913
Company	Toronto Metropolitan University
Location	Toronto, ON
Date Posted	From: 2022-06-09 To: 2050-01-01
Job	Type: Part-time Category: Education

Description

About Toronto Metropolitan

At the intersection of mind and action, Toronto Metropolitan University is on a transformative path to become Canada’s leading comprehensive innovation university. Integral to this path is the placement of equity, diversity and inclusion as fundamental to our institutional culture. Our current academic plan outlines each as core values and we work to embed them in all that we do.We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us to expand our capacity for diversity in the broadest sense. In addition, to correct the conditions of disadvantage in employment in Canada, we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, and those who identify as women and/or 2SLGBTQ+. Please note that all qualified candidates are encouraged to apply; however, applications from Canadians and permanent residents will be given priority.In April 2022, the university announced our new name of Toronto Metropolitan University, which will be implemented in a phased approach. Learn more about our next chapter.The team

We are a team of human resources experts and innovators who contribute to the achievement of Toronto Metropolitan University's strategic priorities. We partner with our clients to create and deliver outstanding practical and strategic human resource solutions, programs and services that enhance workplace culture, engagement and inclusion. You can find out more about our people-first philosophy and values by reading about who we are and what we do online.

The Opportunity

As the ServiceNow Technical Delivery Lead, you will work to shape Toronto Met’s HR transformation to lead the implementation of the ServiceNow platform. In addition, you will play an integral part in supporting the maintenance, design and transformation of the HR technology and data delivery initiatives. In collaboration with the Manager, HR Technology, you will act as a key technical and functional resource for the integration and data conversion design, developing and testing for ServiceNow implementations with a strong focus on continuous improvement of HR

service delivery as required by the leadership and management team.

Qualifications

To help us learn more about you, please provide a cover letter and resume describing how you meet the following required qualifications:

- Post-secondary degree in Computer Science, Engineering, Information Systems or equivalent education/experience in software development.
- Minimum 3 years of development/configuration experience on the ServiceNow platform including HRSD, ITSM, CSM;
- Proven working experience implementing, updating, testing and supporting core ServiceNow components;
- Experience working with API’s / Web Services (RESTful and SOAP);
- Development experience working with PeopleSoft Oracle ERP/HCM, JavaSpring;
- Demonstrated experience coordinating business analysts, clients, and other SMEs to build consensus and solutions;
- Demonstrated leadership in architectural design in the ServiceNow Platform;
- Demonstrated experience in execution of digital transformation of critical business workflows;
- Experience with Agile project management methodology;
- Experience in working in a structured Release Management environment;
- Experience with UAT and QA processes.

Skills and knowledge

- Strong analytical and technical skills with the ability to use multiple techniques to identify, evaluate, and develop solutions to complex business challenges; Effective documentation skills;
- Strong Interpersonal skills and ability for building and maintaining strong working relationships and collaborating and communicating effectively in a business environment;
- Demonstrated ability to work collaboratively with distributed teams along with proven ability to work independently;
- Superior time management skills to support multiple project initiatives simultaneously;
- Strong commitment to high quality service;
- Understanding of workflow activities and variable and how to use them effectively in ServiceNow;
- Excellent functional and technical knowledge of ServiceNow processes and modules, including but not limited to: Incident, Request, Change, Knowledge, Client Portal, HR (Case Management, Lifecycle, Integration Administration, Dashboards & Reports), and Universal request (asset).
- Understanding of ServiceNow implementation end to end cycle;
- Excellent understanding of data visualization and overall principles of data architecture;
- Knowledge of data governance and cyber security principles;
- Proven ability to work creatively and analytically in a problem-solving environment;
- Results-oriented and strives for continuous improvement and upkeep of technological skills;
- Collaborative, great at relationship building and values the perspective of others.

Additional Information

  Position Number(s)   20004107
 Reports To   Manager, HR Technology
 Vacancy Type   TERM

Employee Group   MAC
Work Location   Hybrid
Start Date   ASAP
End Date   3 years from start date
Hours of Work   36.25
Grade and Step   C52
Salary Scale $82,108 - 131,160 (hiring range: $82,108 - $106,634)
HR Advisor   Renee Gordon
Application Close Date   Posted until filled

- An equivalent combination of education and experience may be considered.
We encourage all First Nations, Metis and Inuit peoples or Indigenous peoples of North America, to self-identify in their applications and also reach out to Tracey King, Indigenous Human Resources Lead for support during the selection process.As part of the selection process, candidates may be required to complete an occupational assessment.
Applications will only be accepted online through Toronto Metropolitan's careersite.Toronto Metropolitan University is committed to the principles of the Accessibility for Ontarians with Disabilities Act (AODA), and aims to ensure that independence, dignity, integration and equality of opportunity are embedded in all aspects of the university culture.

We will provide an accessible experience for applicants, students, employees, and members of the Toronto Metropolitan University community.We are committed to providing an inclusive and barrier-free work environment, beginning with the recruitment process. If you have restrictions that need to be accommodated to fully participate in any phase of the recruitment process, please contact hr@ryerson.ca. All information received in relation to accommodation will be kept confidential.Please watch a message from Toronto Metropolitan University's Vice President, Equity and Community Inclusion for more information on our commitment to equity.

For more information, visit Toronto Metropolitan University for ServiceNow Technical Delivery Lead