



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

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/08

ServiceNow Technical Delivery Lead

Job ID	372578-1-1501	
Web Address	https://careers.indigenous.link/viewjob?jobname=372578-1-1501	
Company	Toronto Metropolitan University	
Location	Toronto, ON	
Date Posted	From: 2023-03-16	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

Computing and Communications Services (CCS) is TMU's central IT organization, supporting the university's voice and data communications, server and storage infrastructure, printing, end-user computing support, computer labs, learning management system, application support, web application development, streaming media services, presentation technology-enabled classrooms and much more.

We are extremely proud of our university and what we are accomplishing as a department. We welcome you to get to know our people and services better before you decide to apply to join our team. Visit us at <http://www.torontomu.ca/ccs/> and search @torontomet and @bdlesser on Twitter.

The Opportunity

The ServiceNow Technical Delivery Lead will act as technical lead in the expansion and enhancement of the ServiceNow platform for CCS as well as other business units outside of CCS. This position will be a key technical resource for the enhancements, integration, development and

testing for ServiceNow implementations. Responsibilities for this role will include but not limited to: Leads the design and implementation of ServiceNow Solutions for CCS and other TMU departments, particularly leveraging ServiceNow App Engine. Under the guidance of the Manager, Application Development & Support, collaborate with project managers, business analysts and Application Support specialists to gather requirements and design solutions. Develop, test and deploy ServiceNow applications, integrations and custom enhancements Participate in the ServiceNow Administration and Maintenance activities. Documentation of ServiceNow Configurations, Customizations and AppEngine Applications Coordinates and/or facilitates functional end-user training. ServiceNow Reporting and Adoption Support - Serves as a key resource of ServiceNow reporting and dashboard development for key stakeholders. Works with data and business analyst provided data exports as per client requirements to develop reports and self-serve data dashboard options.

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 App Engine and ITSM. A minimum of 5 years of experience in building and supporting large complex applications. In-depth knowledge of ServiceNow platform and its various modules Excellent communication and interpersonal skills Experience working with API's / Web Services. ServiceNow Developer, ITIL 3 or 4 certification preferred. Experience with JavaScript, HTML, and CSS preferred Experience with Agile development methodologies preferred

Additional Information

Position Number(s) 20004604
Reports To Supervisor, Application Support Group
Vacancy Type TERM
Employee Group OPSEU
Start Date ASAP
End Date 2 years from start date
Hours of Work 36.25
Grade and Step 15
Salary Scale \$87,326.04 - \$110,622.03
HR Advisor Pooja Minutaglio
Application Close Date Until filled

Additional Notes Qualified OPSEU candidates will be considered before members of other employee groups.

Applicants who do not meet all of the posted qualifications may, upon the University's sole discretion, be considered to fill a vacancy on an underfill basis. As part of the selection process, candidates may be required to complete an occupational assessment.

Applications will only be accepted online through Toronto Metropolitan University'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.

The Perks

- There is something for everyone! Employees are eligible for many benefits, services and discounts that Toronto Metropolitan University has to offer:
- Mid-year break that provides two weeks of paid time off in addition to your vacation.
- Group benefits including health and dental, employee and family assistance program (EFAP) and more!
- Tuition waiver for eligible employees and their spouse and/or dependent(s) and Tuition Rebate for eligible employees.
- Toronto Metropolitan University Retirement Planning: A defined benefit pension plan.

For more information, visit [Toronto Metropolitan University for ServiceNow Technical Delivery Lead](#)