

Programmer/Analyst 3

Information Resource Services (IRS) Department

Summary: The ServiceNow Developer (Programmer/Analyst 3) is responsible for configuring, enhancing, and supporting the Firm's ServiceNow platform. The PA3's workload is split between projects and day-to-day operations. The PA3 plays an integral role in working with business users, analyzing requirements, and leveraging the modules of ServiceNow to deliver new capabilities. In this capacity, the PA3 plays a key role in the full application development lifecycle and has unique opportunity to leverage the Firm's investment in ServiceNow to improve service delivery across the enterprise and streamline legacy business processes. The PA3 also provides day-to-day support of the ServiceNow modules to ensure they are functioning as expected and be responsive to operational issues as they arise.

[Click Here to Apply](#)

Qualifications:

- 3+ years of progressive experience implementing/supporting solutions across the ServiceNow platform (not just ITSM) from administrator to developer.
- 2+ years of hands-on implementation and development experience within the following modules/functions:
 - ITSM-Incident/ Problem/ Change/ Knowledge/Request Management
 - ITOM Visibility- Discovery, Service Mapping, Firewall Inventory and Audit
 - Business Management- APM
 - Asset Management - CMDB
 - Security Operations- Vulnerability Response

Duties and Responsibilities:

- Configure, develop, maintain, and support solutions within the ServiceNow platform.
- Collect business requirements and translate them into detailed designs, including system specifications, data import/export functions, workflow diagrams and schematics, batch processing needs, and reporting functions.
- Develop implementation plans including timelines, deliverables and project milestones. Create and maintain documentation for all aspects of software implementation.
- Where custom functionality is needed, code technical solutions and draft/execute thorough test plans to ensure overall solution is fully tested prior to deploying to production.
- Collaborate with training team and Help Desk to draft end-user documentation for customized applications.
- Provide input to management on long term ServiceNow roadmap.
- Seek opportunities for continuous improvement and challenge assumptions.
- Ensure software upgrades and patches are evaluated, tested, and implemented in a timely manner.

Status: Exempt

Reports To: Manager of Application Development

Qualifications (continued):

- 2+ years of experience working and developing with JavaScript, HTML5, CSS, jQuery, and AngularJS.
- 1+ years of first-hand ServiceNow system administration experience.
- Thorough understanding of ITIL/ITSM processes.
- ServiceNow Application Developer Certification preferred.
- Familiarity with UI/UX design.
- Knowledge of XML and structural programming concepts.
- Strong interpersonal communications skills required.
- Attention to detail and accountable for delivering quality work.
- Ability to work well as part of a team required.
- Previous exposure to a law firm environment beneficial.
- You must be fully vaccinated against COVID-19 by your hire date to be eligible for starting in the role. Proof of vaccination will be required. Covington will provide reasonable accommodation(s) based on medical or religious grounds for qualified candidates.
- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., "Green Card" holder); or (c) an INS approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant

to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

Education:

- College degree in technical discipline or information systems preferred.

Covington & Burling LLP is an equal opportunity employer and does not discriminate in any aspect of employment, including hiring, salary, promotion, discipline, termination, and benefits, on the basis of race, color, ethnicity, religion, national origin, gender, gender identity or expression, age, marital status, sexual orientation, family responsibility, disability (including physical handicap), or any other improper criterion.