



Senior Business Process Consultant

Sacramento, Ca

Full Time (1-year contract with potential for FTE hire)

About Enterprise Networking Solutions, Inc.

Enterprise Networking Solutions, Inc. (ENS-Inc) is an information technology services and consulting firm located in Rancho Cordova, Ca. We develop and deploy proven, reliable, and scalable enterprise technology solutions, with key expertise in enterprise management, migration/consolidation services, virtualization, cloud integration, system integration services, business continuity, and disaster recovery. ENS-Inc Engineers and Project Managers partner with our clients on a wide range of technology projects. Founded in 1999, the ENS-Inc team is comprised of talented and respected professionals with many certifications and many years of experience working with the public sector in California. In addition to state agencies, ENS-Inc has also provided services to California counties, cities, education, healthcare, and law enforcement, as well as private industry and services to other states.

Job Description

The role is for analysis and planning of the design and architecture of ServiceNow ITSM/ITOM applications. The Senior Business Process Consultant will work as part of a team of consultants on a full time basis, dedicated to a single project for a large State of California Agency to ensure that business requirements of ServiceNow Platform are aligned with technical specifications. The ideal candidate should have deep understanding of Change Management technologies such as ServiceNow tools as well as business process alignment experience to guide the client to decision making as it applies to their ServiceNow Implementation.

The position will be remote to begin with then evolve into onsite, located in Sacramento, CA with primary work hours of Monday through Friday from 8:00am – 5:00pm. While not a primary part of the services we offer, occasional on-call, travel, and after-hours services may be required as part of the position.

Responsibilities

- Analyze business processes and develop technical specifications
- Provide guidance and leads discussions to conclude a decision for progress on project
- Develop and execute test cases and plans and perform UAT
- Provide user support and training new implementations
- Maintain all project documentation
- Understands technical and functional design requirements for enterprise products
- Experience with and understanding of the workflow engines
- Prioritizes multiple tasks effectively



- Assists with technical design documents
- Active listener using analytical skills to best coalesce the teams consistently
- Contributes appropriately to conversations and decisions as a leader and subject matter expert

Skills and Abilities

Required

- Minimum of 5 years working as a Business Analyst in ServiceNow projects
- Minimum 3 years as a Government Consultant
- Ability to build and gather technical, functional, and business requirements
- Ability to translate business requirements into technical requirements and effectively communicate those requirements to the project team and client
- Ability to articulate technical solutions to various technical and non-technical stakeholders
- Ability to interact with teams and senior management
- Ability to support overcoming obstacles within a project
- Strong leadership experience as part of a consulting team
- Experience in application, functional and performance testing cycles
- Strong analytical skills in resolving issues and problem solving
- Strong organizational skills
- Strong time management skills
- Strong oral, written and communication skills (producing documentation, project status reports, test scripts)
- Experience with Agile/Scrum management tools such as VersionOne or JIRA

Desired

- CSM certification
- Strong understanding of Agile principles and application.
- Background in application testing and knowledge of software testing best practices.

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