

SGEU Up-in-Range

The following posting is in accordance with the clauses dealing with "In-Hiring Rate of Pay".

Permanent Full-time

INF005026 - Senior ServiceNow Administrator

Ministry: Executive Government>013 Saskbuilds and Procurement

Grade and Job: SGEU.12., SPR - SGEU

Salary Range: \$46.720 - \$56.767

Rate Approved: \$56.000 per hour

Key Responsibilities of position:

In this role, you will support the design, implementation, and maintenance of our ServiceNow platform, contribute to strategic initiatives and monitor adherence to enterprise standards. This position requires deep technical expertise, leadership skills, and the ability to mentor junior developers while fostering a collaborative environment.

Key Responsibilities:

- Contribute to the development of the roadmap and implement its outlined plans.
- Mentor junior developers and lead by example to build a high-performing team.
- Collaborate with stakeholders to design and adapt ServiceNow functionality to meet business requirements.
- Serve as a member of the governance committee and comply with its established guidelines.
- Communicate technical concepts and solutions clearly, tailoring messages to technical and non-technical audiences.
- Facilitate the communication of platform changes while providing comprehensive training to ministry clients if required.
- Implement ServiceNow strategies and standards to support enterprise initiatives.
- Provide technical expertise and guidance in the development and maintenance of ServiceNow instances as per industry standards.
- Validate solutions to ensure alignment with enterprise standards and business objectives.
- Participate in the planning, creation, configuration, customization, and resolution of issues on the GOS ITSM platform.
- Integrate ServiceNow with other platforms and tools, leveraging orchestration and automation frameworks.
- Support the full software development lifecycle, ensuring quality and alignment with business needs.
- Improve development and support processes to enhance efficiency and productivity.
- Diagnose technical issues and provide optimal solutions in a timely manner.

Qualifications required:

- Over 5 years of experience in ServiceNow development with a proven track record of successful projects.
- Bachelor's degree in Computer Science, Information Technology, or a related field.
- ServiceNow certifications, such as Certified Implementation Specialist (CIS) or Certified Application Developer (CAD).

- Deep understanding of the ServiceNow platform, including modules like ITSM, ITOM, ITBM, CRM, and HRSD.
- Strong verbal and written communication skills to liaise with stakeholders and present information clearly.
- Experience in business analysis, quality assurance, and managing applications throughout the SDLC.
- Proficiency in Agile/Scrum methodologies and version control systems - DevOps practices.

Preferred:

- Proficiency in JavaScript, AngularJS, Jelly, and other scripting languages used within ServiceNow.
- Knowledge and understanding of the ITIL framework.
- Experience in technical oversight of ServiceNow platform implementation and delivery.
- Knowledge of automation frameworks and orchestration capabilities.
- Understanding business processes and IT service management principles.

Qualifications of person Appointed:

- Experienced ServiceNow Developer with 5+ years of experience in designing, developing, and optimizing ServiceNow solutions across IT Service Management (ITSM), IT Operations Management (ITOM), and Strategic Portfolio Management (SPM).
- Expertise in scripting, automation, integrations, and platform configuration, with a proven ability to enhance IT workflows, improve system performance, and drive enterprise-wide digital transformation.
- Bachelor of Technology – Bio-Technology.
- ServiceNow Certified System Administrator Certification (CSA) / ITIL Foundation Certificate in IT Service Management (ITIL V4).

Submit challenges to: staffing@gov.sk.ca

Closing Date: November 21, 2025