

Solution Architect ServiceNow

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Company: Inetum

Location: Belgium

Category: computer-and-mathematical

Mission

As a Solution Architect, most of your work involves working closely with company customers to understand their business requirements and design IT solutions based on the Inetum ServiceNow portfolio that meet their needs while ensuring scalability, reliability, and maintainability. You will lead a team of consultants and developers in delivering these solutions and identify opportunities for new offerings or reusable artefacts. Additionally, you will create reusable assets to improve delivery efficiency and quality, streamlining the process and working closely with rest of Architecture Practice and all relevant stakeholders to achieve your goals. **YOUR FOCUS:**

Work closely with company customers to understand their business requirements and translate them into an IT solution following best practices.

Lead workshops to gather customer requirements and advise on potential solutions.

Design and configure applications, integrations, and workflows based on the company services portfolio to meet customer needs, ensuring that they are designed with a focus on scalability, reliability, and maintainability.

Lead a team of consultants and developers in the implementation and delivery of IT solutions, ensuring that they meet customer requirements and quality standards.

Identify solutions from customer engagements which are suitable candidates for transforming them into reusable packages/artifacts.

Work closely with the Business Process Consultancy team to define the most suitable Business Process over Technical Capabilities of the platform.

Work closely with the Sales team to identify opportunities for new IT solutions and provide technical expertise and guidance throughout the sales cycle.

Develop and deliver technical presentations and demonstrations to prospective customers and collaborate with the Sales team to develop proposals and estimates.

Contribute to building the company delivery practices in connection to its existing/future services portfolio.

Work on stories to create re-usable packages/artifacts, which can minimize delivery time for repeatable engagements and improve the quality of deliverables.

Stay up-to-date on the latest solution features and functionalities based on the company service portfolio, and provide recommendations for their use to customer and internal teams.

Participate in pre-sales activities, including proposal development and presentations to potential clients.

Collaborate with other architects and technical leads to ensure the IT solution is integrated with other systems and platforms as needed.

Analyze potential issues and present written or verbal suggestions for solutions.

Define high and low-level solution designs.

Independently work with the customer, understand, and translate requirements into features and user stories.

Clarify client's system specifications and understand their work practices.

Profile

Suggest and execute implementation best practices, where relevant.

Create necessary documentations such as design documents, functional specifications and/or test suites.

Assist and help customers take ownership of implemented solutions.

Contribute to developing company services portfolio with knowledge management and improvement suggestions;

YOUR PROFILE:

5 to 7 years of relevant experience in solution architecture and/or consulting customer facing role;

Strong Data Analysis and Data Modelling skills

Strong scripting skills in any of the following: JavaScript, Python, Perl, PowerShell, Bash, etc

Excellent written and verbal English language, Dutch, French or any other European Language would be considered a plus

Experience with at least 2 products of the following:

- o Cloud Solutions: Azure, AWS, GCP
- o Automation Solutions: ServiceNow, Salt Stack, Ansible
- o DevOps Solutions: Jenkins, Bamboo
- o Testing Solutions: ServiceNow ATF, Selenium, JMeter

Experience and knowledge of ServiceNow CMA/CTA or TOGAF or IT4IT.

Strong Scaled Agile framework or other Agile Project Management framework understanding;

Strong overall knowledge of Information Technology, architectures and multi-tier applications;

Knowledge of Architecture Modeling tools such as Lucidchart, Miro, ArchiMate, Enterprise Architect, etc

Strong analytical and problem-solving skills.

Excellent interpersonal and communication skills when dealing with customers;

Excellent presentation skills;

Ability to meet deadlines working under pressure;

Ability to work independently.

OUR OFFER:

The opportunity to have a meaningful job where you can make a difference

The chance to continuously evolve as a professional, coupled with a variety of training opportunities

Relevant career opportunities to get you where you want to be, with the IT knowledge you need

Inetum wants you to find a balance between work and private life by offering flexible hours, satellite offices and home working

32 days of annual leave, because life isn't all about working

Forget about the miles: we provide you with a company car and a national fuel card

Group insurance and hospitalization insurance, because we care about you

A gross salary which is optimised from a net perspective for our employees

And of course you work for a certified Top Employer!

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