



# Senior ServiceNow Engineer

Sydney, New South Wales, Australia (Hybrid)

## ASX: Powering Australia's financial markets

### Why join the ASX?

When you join ASX, you're joining a company with a strong purpose – to power a stronger economic future by enabling a fair and dynamic marketplace for all.

In your new role, you'll be part of a leading global securities exchange with a strong brand. We are known for being a trusted market operator and an exciting data hub.

Want to know why we are a great place to work, visit our careers page to learn more.

[www.asx.com.au/about/careers/a-great-place-to-work](http://www.asx.com.au/about/careers/a-great-place-to-work)

### We are more than a securities exchange!

The ASX team brings together talented people from a diverse range of disciplines.

We run critical market infrastructure, with 1 in 3 people employed within technology. Yet we have a unique complexity of roles across a range of disciplines such as operations, program delivery, financial products, investor engagement, risk and compliance.

We're proud of the diversity of our organisation and the culture of inclusion that all our people help to build every day. Our employee-led groups are known for celebrating cultural and religious events, championing LGBTIQ+ inclusion, inspiring giving and volunteering, promoting gender equality, and wellbeing. We are an Employer of Choice for Gender Equality (WGEA) and a member of the Champions of Change Coalition for the advancement of gender equality in Australia.

### About the team:

An exciting opportunity exists for an experienced ServiceNow Engineer as a critical member of the ASX IT Service Management team to ensure the stability, evolution, and support of the ASX ServiceNow platform. The IT Service Management team owns and manages the ITSM processes and policies across ASX. The ITSM team provides strategic enterprise wide functions and improvements through:

- Fit-for-purpose ServiceNow platform adoption.
- Appropriate ServiceNow platform operational support & governance models.
- IT service management process maturities.

### What you will be doing:

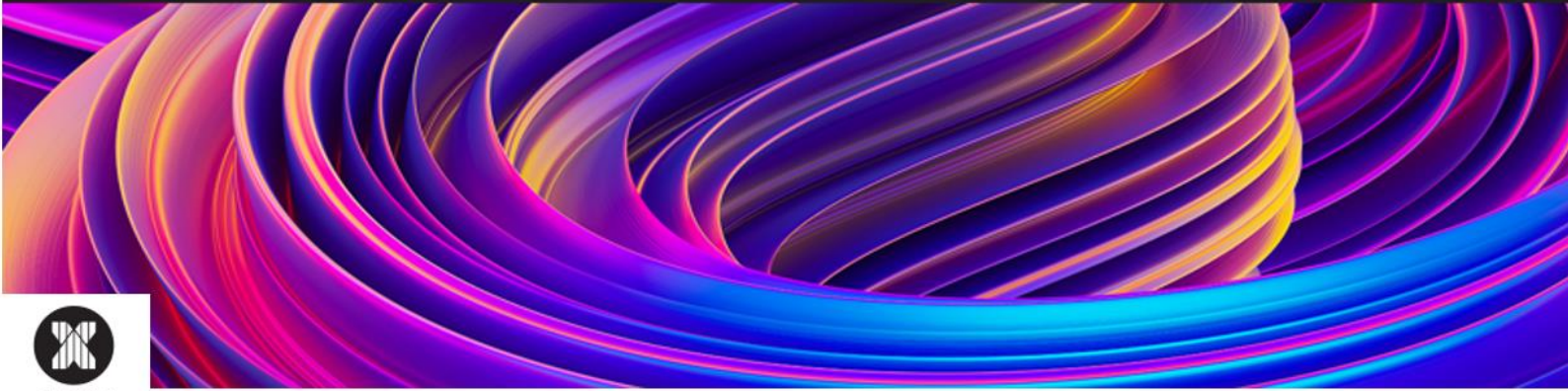
- Lead a team that will provide on-going technical support, resolving incident, problem and request tickets on a priority basis, platform configurations, enhancements, upgrades, patches and IT changes. The role includes working with process owners and stakeholders to develop and implement automated workflows.



- Develop, implement and sustain support of the ASX ServiceNow ITSM, SPM, IRM, BCM, ITOM, and ATF applications. This includes but is not limited to automated workflow development; platform improvements; defect maintenance; data imports; ATF scripts and integrations.
- On-going technical assistance, troubleshooting, handling incident and problem tickets on a priority basis, and manage platform changes and releases. Respond to technical questions from ASX users and stakeholders.
- Work closely with process owners, ServiceNow engineers and business stakeholders to ensure understanding of requirements, design solutions and communicate progress, test status and issues.
- Routine system administration including: workflow configurations, monitor system performance, provide users with access/roles within the system.
- Manage the roll out of major ServiceNow upgrades, patches, applications and modules.
- Raise ServiceNow "Now Support" Incident and Change Requests (e.g. submit bug/fix Incidents; submit instance clone/upgrade requests).
- Collaborate with the test automation and release management to embed best practices into the ServiceNow release process.
- Identify, contribute and deliver continuous improvement of the ASX ServiceNow platform; release methodology and employee experience; identify areas of improvement (efficiency and effectiveness) and recommend solutions that detail pros, cons and risks

### What you will bring:

- Proven experience as a key technical resource leading the implementation, integration and configuration of ServiceNow platform solutions.
- Strong understanding and experience with ServiceNow platform including configuration of applications, workflows, reports, dashboards, portals, REST APIs and MID Servers.
- Understanding of governance, risk and management of enterprise IT.
- Technical background: operations / infrastructure / application support or application development.
- Experience in the management of all phases of the application lifecycle and best practices to include requirement gathering, design, development, testing (application code and user acceptance), and deployment.
- Development of extensive, re-usable test automation suites, especially ServiceNow ATF scripts.
- Maintain platform documentation.
- Demonstrated ability to influence and consult (providing options with pros, cons and risks) while providing thought leadership to sponsors/stakeholders in solving business process and/or technical problems.
- Experience with design governance, taking responsibility for the end-to-end solution design process across a large program of work, collaborating with colleagues, architecture, engineering, developers, testers and suppliers.
- Hold ServiceNow certifications – CSA and one or more CIS preferably ITSM, SPM, ITOM.
- ITIL certified.
- Knowledge and experience with CSDM.
- Knowledge and experience with IT infrastructure and cloud.



We make hiring decisions based on your skills, capabilities and experience, and how you'll help us to live our values. We encourage you to apply even if you don't meet all the criteria of this role. If you need any adjustments during the application or interview process to help you present your best self, please let us know.

At ASX Group, our diverse workforce is essential to build and maintain a fair and dynamic marketplace. We support flexible working and offer hybrid working options. Even if our roles are advertised as full-time, we encourage you to apply if you are interested in part-time or other flexible working arrangements.

We will arrange for successful candidates to have background checks, including reference and police checks completed as part of the on-boarding process.

*Recruitment Agencies: ASX does not accept any unsolicited agency resumes and will not be responsible for any fees related to unsolicited resumes.*