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# Example of ServiceNow Business Analyst Job Description

Our innovative and growing company is hiring for a servicenow business analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for servicenow business analyst

* Analyzes business processes and documents functional requirements to increase operational maturity
* Translates and documents client needs into actionable requirements
* Develops use cases, process diagrams, and requirements documentation
* Collaborates with clients and Fruition project team to design appropriate process solutions
* Evaluates requirement changes and provides feedback to ensure alignment to original design objectives
* Follows up on outstanding client needs and provides timely status reports to project manager
* Builds positive relationships with clients by providing excellent service/support and consistent communication as appropriate
* Responsible for working with supplier to prioritize day to day "business as usual" requests
* Accountable for planning (using agile methodology) for new functionality that comes in the tool with new implementations and business as usual requests
* Audits tool for appropriate usage, including license audits and ITIL process audits

## Qualifications for servicenow business analyst

* Proven experience of documenting Business Requirements, Functional Specifications, Test Scripts and Test Plans, and End User Training
* Experience using a structured SDLC or agile/scrum methodology required
* Experience of designing or working with integrated processes primarily with HR Management System and Identity Management System desired
* Leads testing for tool upgrades
* 5-plus years’ experience in Service Management
* Must be able to independently design, develop, implement, manage, and support various projects