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# Example of ServiceNow Business Analyst Job Description

Our company is growing rapidly and is looking for a servicenow business analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for servicenow business analyst

* Adhere to BTL’s processes for Change Management, Incident Management, as applicable
* Must have ServiceNow experience and domain separation is a plus
* Accurately document requirements for other process improvements across the ITIL lifecycle such as Incident, Knowledge, Request, Problem, Change, Release, Configuration, Access, Asset, Demand, Event, Capacity and Service Level Management
* Creates end-user training materials based on project requirements
* Develops and maintains new procedures that promote interdepartmental communication and efficiency
* Should have good experience on effort & schedule estimation and provide inputs to project managers
* Design appropriate solutions for data import/export between Service-now and other systems
* Follow and implement industry best practices for release & environment management, source code control with SNOW development COE
* Manage application and platform upgrades with impact assessments & remediation plans
* Partner with the various departments to define and document process, strive for operational excellence and translate business problems to solutions

## Qualifications for servicenow business analyst

* Experience leading a similar transition or integration projects
* Experience operating within a validated systems environment (FDA, European Agency for the Evaluation of Medicinal Products, Ministry of Health)
* 5-10 years' experience in a ITSM consulting or ITSM system business analysis role
* Highly capable at critical analysis of current processes and identification of gaps vs
* Capable of applying pragmatism in end-user requests and discussing advantages and disadvantages of certain approaches to articulate future state
* Highly Knowledgeable of ITSM processes, in particular, but not limited to request fulfillment