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# Example of ServiceNow Business Analyst Job Description

Our growing company is searching for experienced candidates for the position of servicenow business analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for servicenow business analyst

* Analyze long term requirements and make recommendations and proposals for implementing technology strategies
* Service Desk Q/A
* Customer CSAT remediation and reporting
* Helping with the implementation of new, and ensuring team is meeting set metrics
* ITSM process review and improvement recommendations
* CSAT/key metrics reporting to department leadership
* Developing, organizing, and managing business and functional requirements for IT projects and initiatives
* Translating requirements into design documentation, including, but not limited to, workflows and detailed requirements documents
* Working with software testing engineers to ensure requirements effectively support the development and execution of test plans, including test cases/scripts/scenarios
* Performing software testing, as needed, according to established methodologies and using standard tools

## Qualifications for servicenow business analyst

* Highly Knowledgeable in best practices relating to ITSM, particularly ITIL
* Highly Knowledgeable in ServiceNow or a similar ITSM software platform
* Skilled in facilitating workshops, gathering user requirements and confirming stakeholder sign-off
* Capable of managing stakeholder expectations effectively in terms of adherence to standards and delivery dates
* Skilled in standard analysis and design techniques such as workflow modeling, use case design, entity relationship diagrams
* Skilled with process optimization techniques such as Failure Mode Effect Analysis and Value Stream Mapping